

## Educational Service



ProcessCentered<sup>®</sup>  
ENVIRONMENT

### Upgrade to First Class - *Principles of Continuous Improvement* (4 hours)

**This hands-on course focuses on practical methods for creating and maintaining a culture of continuous improvement. A series of experiential exercises drive home the concepts and tools of Continuous Improvement while creating an entertaining and fast-paced learning experience.**

*“Wow, what a great program! We always seem to fix problems but never really find the root cause. This course teaches you how to find those root causes and develop long term solutions rather than short term fixes.”*

*“An excellent tool for employees to understand Process Centered Environments with a great hands-on exercise.”*



#### Prerequisite:

Tips for First Time Travelers - *Preparing for a PCE* recommended  
Avoid Excess Baggage - *Implementing 5S* recommended

#### Target Audience

All collision center employees on the PCE Journey  
(*Management participation is mandatory*)

Continuous Improvement is more than just a mindset – it’s a mindset combined with the right toolset. This module focuses on the toolset needed to support the mindset of Continuous Improvement. The mindset? – that’s up to you.

A Process Centered Environment is a workplace characterized by a series of interconnecting, interactive processes that allow a product to flow freely, while utilizing the optimal amount of resources. This environment becomes a true culture, marked by a relentless pursuit of waste reduction by the removal of all non-value-adding activities from all aspects of the business. This allows the finished product to be delivered at the right time, right quality, and right cost.

#### Are You Experiencing:

- Work processes that start and stop continuously?
- Processes that focus on internal efficiencies rather than customer value?
- Individually optimized processes rather than an optimal series of processes?
- Different people doing the same, or similar, jobs in different ways?

#### This Course Will Provide:

- An understanding of the principles of Continuous Improvement
- Tools to identify, measure and reduce all types of waste
- Tools and exercises to create a culture of Continuous Improvement in your facility

#### Why We Are Different!

We understand the value of your team’s time and the need to keep your staff in the repair facility maintaining production. Therefore, most classes are modular in format and delivered locally.

Instructors are AkzoNobel employees whose only responsibility is business improvement for our customers. This interprets into great depth of knowledge and increased learning for students.



## Investment Analysis\*

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#### Assumptions

Current Sales (Monthly)	\$100,000
Current Efficiency	150%
Current Gross Profit Margin	39%
Current Overhead Expense to Sales	28%

#### Profit Drivers

	Service Impact	Monthly Profit Change
Sales	N/A	\$0.00
Efficiency**	1.0%	\$260.00
Direct Cost (as a % of sales)	-0.25%	\$250.00
Overhead Expense (as a % of sales)	N/A	\$0.00
<i>Total</i>		<i>\$510.00</i>

#### Investment

Service Cost	\$0.00
Salary & Benefits (service execution)	\$75.00
Travel	\$100.00
Salary & Benefits (implementation)	\$1,000.00
Other Implementation Costs	\$500.00
<i>Total</i>	<i>\$1,675.00</i>

#### Your Potential Return on Investment

Annual Operating Income Improvement	\$6,120.00
Investment	\$1,675.00
Return on Investment (\$)	\$4,445.00
Return on Investment (%)	265%
Investment Breakeven in Business Days	69



\* This analysis is not a financial guarantee. It assumes proper and complete implementation of concepts and recommendations offered.  
 \*\* Profit improvement from an increase in efficiency is expressed through an increase in sales.