

Consulting Service

This consulting engagement is designed to assist Owners, Estimators, Managers in refining the skills necessary to schedule work efficiently, properly manage parts, manage the flow of work through the shop, reduce the time it takes to repair a vehicle, increase volume and increase overall customer and insurer satisfaction.

“You’ve helped us maintain a good CSI and improve job scheduling and production methods. You’ve helped us improve the way we do what we do by establishing best practices and procedures. We just keep doing it better and better!”

*Carl Patterson
President
The Body Shop Collision Center
Charlotte, NC*



IMPROVING PRODUCTION PROCESSES

Target Audience

Estimator, Production Manager, Parts Manager, General Manager and Owner

Are You Experiencing:

- Delays in the repair process
- Vehicles not put into production promptly
- The in-Monday, out-Friday production routine
- Painters who are underutilized early and/or late in the week
- Repair procedures forgotten until late in the repair process
- Not meeting promised delivery dates
- Lack of communication between departments

This Consulting Engagement Will Provide:

- Elimination of gaps in the production process
- Scheduling techniques for more efficient / accurate scheduling
- Office procedures pertaining to production
- Vehicle check-in procedures
- Dispatching procedures
- Communication standards
- Supplement handling procedures
- Parts control procedures
- Interdepartmental standards leading to enhanced accountability
- Increased technician productivity
- Shorter cycle times and increased volume!

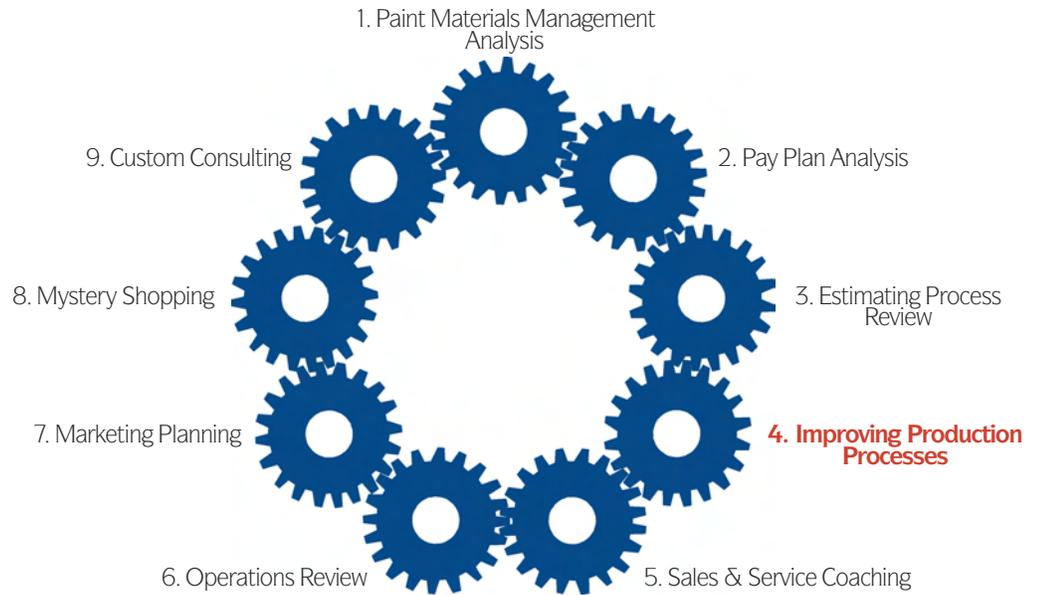
Why We Are Different!

We understand the value of your team’s time and the need to keep your staff in the repair facility maintaining production. It’s not always convenient and/or effective to send employees to off-site training classes and hope they bring back new ideas to implement. Therefore, our on-site consulting packages may be the better solution for you.

Akzo Nobel is known for providing exceptional consulting services. A full-time consulting staff shows our commitment to body shop profitability. The largest and most capable group of experts in the industry provides your business with proven performance-enhancing services. Akzo Nobel Services Consultants follow a structured methodology of assessment, analysis, recommendation and implementation to ensure successful engagements with clients.



Consulting Services



Investment Analysis*
Improving Production Processes

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**	4.0%	\$ 1,040.00
Direct Cost (as a % of sales)	N/A	\$0.00
Overhead Expense (as a % of sales)	N/A	\$0.00
<i>Total</i>		<i>\$1,040.00</i>

Investment	
Service Cost	\$750.00
Salary & Benefits (service execution)	\$150.00
Travel	\$0.00
Salary & Benefits (implementation)	\$1,200.00
Other Implementation Costs	\$1,000.00
<i>Total</i>	<i>\$3,100.00</i>

Your Potential Return on Investment	
Annual Operating Income Improvement	\$12,480.00
Investment	\$3,100.00
Return on Investment (\$)	\$9,380.00
Return on Investment (%)	303%
Investment Breakeven in Business Days	62.5



* 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.