Enhance efficiency, increase customer satisfaction – transform your business into a Process Centered Environment.
PCE from AkzoNobel: Sustainable profitability for your bodyshop

The vehicle repair market is tougher than ever. Competition is on the rise and margins are falling. To survive and thrive, you have to differentiate your bodyshop from competition by delivering the ultimate in customer satisfaction. This has to be achieved within a framework of lower operating expenses to maintain a sustainable level of profitability.

This sounds like a tall order, but the Process Centered Environment (PCE) program from AkzoNobel helps you do just that. Combining proven principles and methodologies, this new initiative focused on continuous improvement has been designed to help you master the challenges you face. PCE provides you with a clearly defined framework for increasing efficiency, reducing waste and ultimately boosting customer satisfaction. Read on to learn more about PCE and how you can use it to benefit your bodyshop and your customers.

A host of tangible benefits

Adopting PCE principles paves the way for improvement across all areas of your business. Bodyshops that have implemented PCE report:
• Greater customer satisfaction
• Increased profitability
• Enhanced efficiency
• Increased labor efficiency
• Increased capacity

In short, implementing the PCE program will help you to create a more sustainable and profitable business that will emerge as one of the survivors from today’s tough economic environment.

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1. EXPLORE

This phase focuses on creating awareness of the need for change, and generates willingness to get started. At the Explore stage, you will:
• Find out about PCE as a way of thinking and applying rules
• Gain basic insight into the PCE principles, systems and processes
• Start identifying weaknesses in your current processes, and prepare for change

2. START

You’ve decided to embark on the PCE program. Now it’s time to start laying a solid foundation for continuous improvement. During this phase, you will:
• Learn core PCE rules and principles
• Start moving toward a culture of employee empowerment and continuous improvement
• Put basic PCE tools and thinking into practice
• Accurately evaluate the current state of your organization and generate awareness of the need for change

3. EXPAND

With the groundwork taken care of, you can now implement specific elements of PCE on a larger scale. The Expand phase enables you to:
• Delve deeper into specific PCE tools and principles
• Target critical business issues, not just isolated problems and opportunities
• Ensure you and your staff have a firm grasp of the PCE philosophy and of the relevant tools and techniques

4. INTEGRATE

By now, PCE principles and practices should be firmly established within your organization. The Integrate phase aims to make continuous improvement an integral part of your day-to-day business. Here you will focus on:
• Transforming people’s thinking throughout your organization
• Ensuring leaders within the company can provide the necessary coaching
• Empowering staff to consider their actions in relation to organizational goals rather than relying on managers to tell them what to do

5. CONTINUE

With PCE fully integrated into your bodyshop’s culture, you can start applying the principles beyond enterprise boundaries. In this phase, you will consolidate your continuous improvement efforts by:
• Reinforcing PCE building blocks and maintaining momentum
• Continuing your education efforts with new and existing staff
• Extending improvement initiatives to external supply chain partners
• Spreading the word of PCE achievements to employees, suppliers, insurance companies, and even customers

Shape up for the challenges of tomorrow

Vehicles, repair products and repair processes are constantly changing. Vehicle owners, insurers and employees are rightly becoming increasingly demanding. In the future, there will be just three types of bodyshops: those that dive; those that survive; and those that thrive. Which will you be? Prepare to meet the challenges of tomorrow head-on by starting your journey to continuous improvement today.

Find out more

To learn more about the PCE program and how it can help you create a more sustainable business model for the future, visit www.sikkenscr.com
Five steps to transforming your bodyshop into a Process Centered Environment

At the end of the day, your journey to a Process Centered Environment will stand or fall on your efforts and commitment. Staying on track is a lot easier if you have a reliable roadmap. The PCE program helps you chart a course to sustainable change in five distinct phases, each with its own goals and activities.

1. EXPLORE
2. START
3. EXPAND
4. INTEGRATE
5. CONTINUE

Integrated, optimized, enterprise-wide processes

Based on principles drawn from tried-and-tested methodologies including Lean Production, Six Sigma and Theory of Constraints, PCE delivers a pragmatic approach designed specifically to support continuous improvement throughout your bodyshop.

Step-by-step to success
PCE aims to help you create a series of connected, standardized processes – smoothing the flow of vehicles through your bodyshop, and enhancing resource utilization. With PCE, continuous improvement is the name of the game. But that doesn’t mean remodeling your company overnight. PCE fosters incremental business transformation in manageable steps. What’s more, AkzoNobel provides dedicated training and practical tools at every stage of your PCE journey.

Less waste, greater efficiency, more satisfied customers.
By rigorously stripping out non-value-adding activities, PCE helps you reduce waste and boost efficiency throughout your organization. This helps you deliver the right quality of repairs, at the right time, and at the right price and provides you with a sustainable business that has more satisfied customers, lower costs, and greater profitability.
The building blocks of PCE

The PCE program comprises a series of interlocking building blocks that help you:
- Increase customer satisfaction
- Reduce/eliminate waste in the repair processes
- Ensure sustainable profitability

AkzoNobel’s PCE program has been created to allow you to enhance production by promoting continuous process improvement. PCE leverages real-world experience gained from the practical application of many different process-improvement methodologies, principles and tools. To help you create your own Process Centered Environment, we have translated the core principles into a series of interlocking PCE building blocks.

The number of building blocks you implement is up to you. You can achieve positive, if limited, results by selecting just a few. But to establish a truly Process Centered Environment and reap all the associated benefits, we recommend implementing all ten building blocks.

5S
- Makes the workplace work for you, not against you
- The 5S process forms the basis for a visual workplace – an environment where any out-of-standard situation is immediately and visually apparent.

Visual Management
- Visual management create a work environment that talks to you
- In a visually managed shop floor, everyone should have at-a-glance insight into the who, what, when, where, why and how of activities and equipment.

In-Process Quality
- Building quality into your processes
- If a particular step in the repair work fails a quality inspection at any point in the process, it cannot move forward in the process until it has been corrected.

The 8 Wastes
- Waste is anything that adds cost but does not add value
- The Waste Walk looks for redundant steps or limitations in the process as well as improvement opportunities.

Standardization and Standardized Work
- More than just written guidelines
- Standardized Work is an agreed set of procedures that establishes the best activities and sequence of steps to maximize performance and minimize waste.

Kaizen/Continuous Improvement
- Creating a culture of continuous improvement
- Creating a culture of continuous improvement by empowering employees to constantly seek new and better ways of completing a task or series of tasks.

Kanban System/Pull Production
- Downstream operations pull from upstream operations
- PCE utilizes a pull production system, rather than a push production system. In other words, customer demand determines production within your bodyshop.

Total Productive Maintenance
- Building machine maintenance into your processes and daily routines
- This approach ensures every piece of equipment can perform its required tasks without interrupting or slowing the flow of defect-free production.

Continuous Flow
- Creating an environment that allows work to flow without interruption
- Continuous Flow specifies the optimal sequence of repair process steps that can be practically implemented in high variable environments – such as your bodyshop.

Real-Time Administration
- Paperwork completed in step with the repair process
- All actions are recorded as they happen – neither the vehicle nor the process moves forward until all actions have been captured.