



Education & Training Committee

November 4, 2008

Las Vegas, NV

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Education1Stop.com

Education1Stop.com

| CIC's Online Education Portal

Presented by the [Collision Industry Conference](#) (CIC) ---- Email:

This site contains links to many websites that offer educational courses for the Collision Industry.
The courses are grouped into four (4) categories:

[Technical Training](#)
[Management Training](#)
[Front Office Staff Training](#)
[Other Training](#)

Click on the category above to view a list of the companies currently subscribed to the Collision Industry's site.

If you are a company that offers training courses and wish to be listed on this site, [Click Here](#).

For more information about this site, visit [CIC Education Committee](#).



Thank You CIECA!

- For development and hosting of the Education1Stop.com Web site.



Today's Presentation

- Integrating Entry-Level Technicians into Lean Production Systems
 - ◆ Mark Claypool – Verifacts Automotive
 - ◆ Mike Giarrizzo – DCR Systems



Education and Training Committee

- Mark Claypool – Verifacts Automotive

“Lean” Apprenticeship



- Fits Into 5-S Very Well
- Make It A Part Of Your Culture So New Hires Don't Develop The Bad Habits Of A Traditional Shop
 - ◆ Sort
 - ◆ Systematize
 - ◆ Shine
 - ◆ Standardize
 - ◆ Sustain

“Lean” Apprenticeship



■ 5-S: SORT

- ◆ First Impressions are Everything With New Hires
- ◆ Reduce the clutter
- ◆ Keep only what is truly needed



“Lean” Apprenticeship



■ 5-S: SYSTEMATIZE

- ◆ A place for everything, and everything in its place
- ◆ Make this a part of your culture, train new people that there is no other way
- ◆ Hold each other accountable



“Lean” Apprenticeship



■ 5-S: SHINE/SCRUB

- ◆ A neat, clean workplace makes people feel better about where they work
- ◆ It shows you care, people will be more productive, including new hires



“Lean” Apprenticeship



■ 5-S: STANDARDIZE

- ◆ How do you establish a predictable end result with your existing staff?
- ◆ Without SOPs in place, how are you going to train new people?
- ◆ How are you going to track what they are learning, when they are learning it and how well they can do it?

SOPs



“Lean” Apprenticeship

5-S: STANDARDIZE SOPs

http://sop.select-techpro.com/DPC/content.php?ID=13

| Home | Job Profiles | Job Descriptions | Pre-Disassembly | Post-Disassembly | Data Entry | Auditing For Accuracy | Damage Analysis Tools | Index |

SOPs: Damage Analysis

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Pre-Disassembly

Record VIN

The Estimator should begin the damage analysis by verifying/recording the vehicle's **VIN**, **Production Date**, **Paint Code**, Mileage and Options. **It is vitally important to document the correct vehicle information. This will assist in preventing incorrect parts orders. In addition, it is vital to the collision repair facility's profitability to document the options (VARIABLES) in order to determine the Not Included items.**

	KG	LBS	
GWR	1755	3870	PASSENGER CAR MADE IN GERMANY
GAWR FRONT	835	1840	THIS VEHICLE CONFORMS TO ALL APPLICABLE
GAWR REAR	920	2030	U.S. FEDERAL MOTOR VEHICLE SAFETY BUMPER

WDBWK56F86F110456

C775

Back Home Next

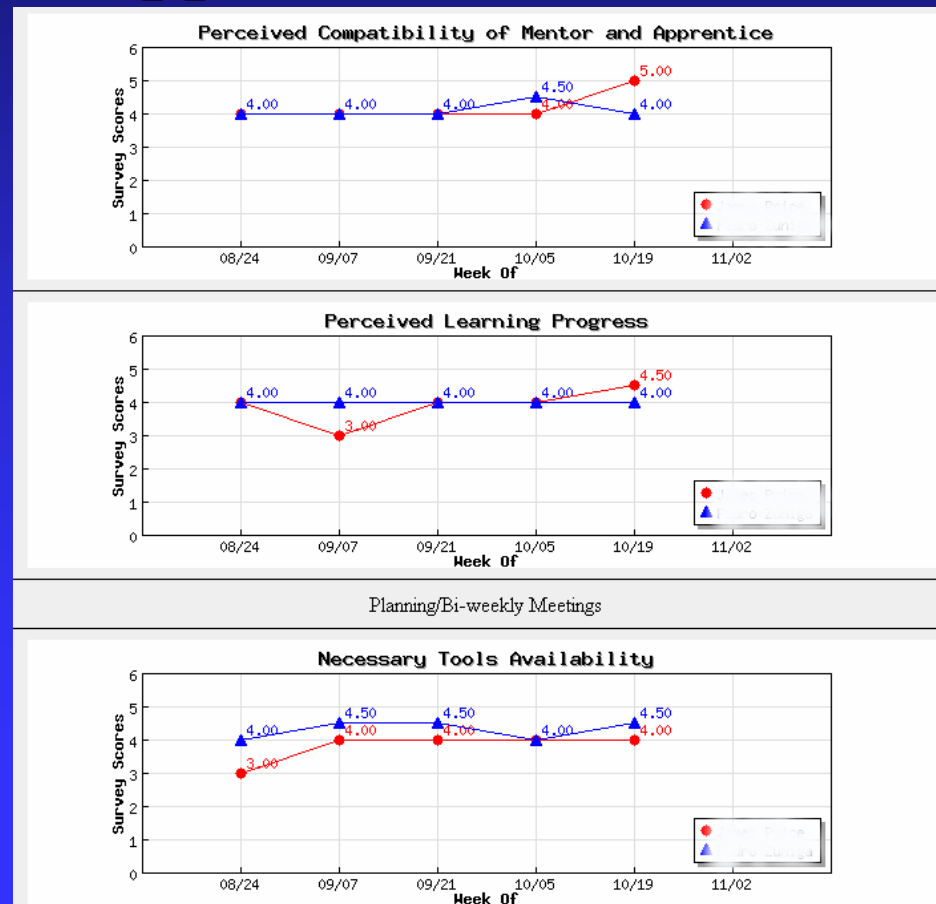
Or Search by Topic:



“Lean” Apprenticeship

■ 5-S: STANDARDIZE

◆ With Apprentices- *Measure Everything*



“Lean” Apprenticeship



■ 5-S: STANDARDIZE

◆ With Apprentices- *Measure Everything*

Editing The Tasklist Of James

MENTORS @ WORK

JOURNAL OF ACCOMPLISHMENT

[[Show Only Selected Tasks](#)] [[Show All Tasks](#)]

Sort Tasks By Job:

- [Painter's Assistant](#)
- [Body Assistant](#)
- [Frame/Unibody Assistant](#)
- [Painter](#)
- [Body Tech "B"](#)
- [Body Tech "A"](#)
- [Frame Tech "A"](#)

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[Frame Inspection and Repair](#) (5 selected / 4 completed)

[Unibody Inspection, Measurement, and Repair](#) (7 selected / 11 completed)

[Fixed Glass](#) (0 selected / 2 completed)

[Metal Welding and Cutting](#) (1 selected / 17 completed)

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■ 5-S: STANDARDIZE

◆ With Apprentices- *Measure Everything*

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■ 5-S: STANDARDIZE- *Segmentation*

Editing the Tasklist of James

[[Go Back To Table of Contents Without Saving Changes](#)]

[] [[Show All](#)] [[Show Selected Only](#)]

Selected	Competency sort	TASK	Can complete with supervision sort ascending	Can complete with very little supervision	Can complete on their own sort descending	Goal Date sort
STRUCTURAL ANALYSIS AND DAMAGE REPAIR						
<input type="checkbox"/>	Frame Inspection and Repair	1. Diagnose and measure structural damage using tram and self-centering gauges according to industry specifications.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text" value="7/28/08"/> Completed: 2008-07-28
<input type="checkbox"/>	""	2. Attach frame anchoring devices.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text" value="4/25/08"/> Completed: 2008-03-28
<input checked="" type="checkbox"/>	""	3. Straighten and align mash (collapse) damage.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="10/21/08"/>
<input checked="" type="checkbox"/>	""	4. Straighten and align sag damage.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="10/21/08"/>
<input type="checkbox"/>	""	5. Straighten and align sideways damage.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text" value="8/27/08"/> Completed: 2008-08-27
<input checked="" type="checkbox"/>	""	6. Straighten and align twist damage.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="10/21/08"/>
<input checked="" type="checkbox"/>	""	7. Straighten and align diamond frame damage.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="10/21/08"/>
<input type="checkbox"/>	""	8. Remove and replace damaged frame horns, side rails, cross members, and front or rear sections.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="4/25/08"/>
		9. Restore corrosion protection to repaired or replaced				

“Lean” Apprenticeship



■ 5-S: SUSTAIN

- ◆ The toughest step
- ◆ Requires great discipline

Commitment...

“the trait of sincere and steadfast fixity of purpose; the act of binding yourself (intellectually or emotionally) to a course of action; a message that makes a pledge.”

“Lean” Apprenticeship



■ 5-S: SUSTAIN

Sustain can also mean to

provide nourishment

- ◆ Nourish a culture of continuous improvement
- ◆ Nurture the process itself, provide nourishment to sustain your efforts and to build the staff you need in the future
- ◆ The same old way just won't get it done

“Lean” Apprenticeship



■ WHEN?

- ◆ Used to hear “*we’re too busy*”
- ◆ Now I hear “*we’re too slow*”
- ◆ Now’s the time, because when the dust settles you’ll want to have the staff in place to get the work out the door

SOPs allow you to be *proactive*
rather than *reactive*



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- Mike Giarrizzo – DCR Systems



Process Centered Environment
=
Training Ideal



Process Centered Environment

- Shop environment and processes focused on one thing - Delivering value to the customer
- Continuous work flow
- Visual tools - the workplace “speaks”
- Standardized procedures, tooling, inventories, etc.
- Standardized training



PCE Repair Process

- Series of sequential steps in the most logical and resource efficient arrangement





Standardized Procedures

- Pre-defined & Documented
- Visually posted
- Expectations clearly defined
- Quality checkpoints



A collection of four documents from DCRSYSTEMS. The first is a 'DETAIL STEP 2' checklist with instructions like 'Hang keys on Step 2 Board' and 'Vacuum all carpet and mats'. The second is a 'SYSTEMS REFINISH' document featuring a car and a list of products: Primer, Clear Coat, Wax, and Sealant. The third and fourth are 'Paint Mixed Here' and 'Color Verified Here' signs, both with a blue arrow pointing down.



Further Standardization

- Tooling
 - ◆ Eliminates technician toolbox and related expense
 - ◆ All tools needed are present





Inventory Standardization

- Technician has available all needed supplies
- Process dictates selection





Training

- Comprehensive curriculum
- Onsite & Online
- Thorough understanding of processes
- Ongoing

Course	Launch	Transcript	Registration Date	Start Date	Completion Date
1.1_Process_Centered_Environment	Launch	Transcript	01/19/2008	01/23/2008	
1.2_Visual_Tools	Launch	Transcript	01/11/2008	01/11/2008	
1.3_Visual_Tools	Launch	Transcript	05/15/2008	05/15/2008	
1.3_World_Class_Work_Environment_B	Launch	Transcript	01/17/2008	01/17/2008	
1.3_Keybase	Launch	Transcript	01/15/2008	01/15/2008	
3.2_Pre-Op_Parts_Management	Launch	Transcript	03/12/2008	03/12/2008	
4.4_Detail	Launch	Transcript	05/15/2008	05/15/2008	
6.3_Accounts_Payable	Launch	Transcript	06/27/2008	06/27/2008	

Processing Payroll and PTO

- **Preparing Payroll (continued):**
- Payroll information is stored in a Payroll binder, which is kept in a secure location in the front office
- If there were any exceptions on the Time Clock Report, write the corrections on the report
- Print the spreadsheet and file with the Time Clock Report and PTO requests in the store's Payroll Binder
- File paid-time-off requests in the employee's file

The image shows a blue binder labeled 'CONFIDENTIAL' containing a 'Time Card Report' spreadsheet. A red circle highlights a correction on the report, with a red arrow pointing to the word 'Correction' written in red ink next to a specific entry.



Win Win

- PCE & Technician Education are complimentary

- PCE Process
Continuous Flow
- Standardized Processes
- Standardized Tools & Inventory
- Standardized Training



=

- Fast new employee start-up
- Cross-training capability
- Technician receives value
- Shop receives value
- Customer receives value



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Questions?