

VPU-001

# Advanced Production Management

1-Day Interactive Collision Center Workshop

## Highlights:

*Advanced Production Management* standardizes the repair process and eliminates the barriers to efficient production. Advanced management strategies demonstrate the most efficient use of people, space and time to increase profits, deliver vehicles faster and increase collision center capacity. Participants learn the concept of selling the consumer first, writing complete and accurate damage reports and obtaining all correct parts before the vehicle is dispatched to the technician. Equally important is developing a pre-repair management process, thus reducing work-in-progress and chaos in the production area. Further advanced concepts explore the importance of segregating small repairs, measuring and improving throughput, productivity, cycle times, quality and customer satisfaction. A new production model includes strategies to streamline scheduling, parts handling, sublet repairs and payment methods eliminating inefficiencies.

## Who Should Attend:

Damage Writers, Customer Service Representatives, Collision Center Managers, Lead Technicians, Production Managers and Coordinators

## Key Points:

- Systemization
- Pre-repair management
- Throughput
- Organizing the production department
- Effectively utilize VisionPLUS® OnLine to improve performance

## Learning Objectives:

Upon successful completion, participants should be able to:

1. Understand the concept, importance and benefits of increasing "Throughput".
2. Practice new techniques of production management, including how to pre-manage the repair.
3. Understand the need to write a complete damage report FIRST!



Training approved for Gold Class and Platinum points through the I-CAR Industry Training Alliance<sup>SM</sup>

