



SMART Process Management

In today's business environment, few collision repair owners deny the benefits of having clearly established and documented processes or Standard Operating Procedures (SOPs) on how to run their business. Yet few have SOPs in place. Why? Mostly, because collision repair owners and managers don't know where or how to start. This one-day training course gives you a structured plan for creating SOPs for your business, including how to document your processes and procedures, how to train your employees, ways to test their retention and, most importantly, how to continually audit your processes to ensure your business runs the way you want it to. In addition, this course will separate the fact from the fiction surrounding waterborne and show you how Standard Operating Procedures can ease the transition as more VOC regulations are enacted. Plus, get dozens of tools to help implement your key learnings immediately.

What You Can Expect to Learn

- How to make your shop "systems dependent, less people dependent" through SOPs.
- How to create customized SOPs for every area of your business operations.
- How to train existing and new employees using your SOPs to achieve superior results.
- How to maximize employee retention of processes and procedures.
- How to implement auditing procedures to ensure your shop's consistency of performance through the years.
- How to separate the fact from the fiction surrounding waterborne vs. solventborne products.
- How SOPs can ease the transition to waterborne.

Seminar Length 1 day

Who Should Attend

- Collision Center Owners, General Managers, Production Managers, Estimators and Customer Service Reps
- Jobber Store Owners, Jobber Managers and Jobber Sales Reps

COST AND LOCATION

Contact your local DuPont Performance Coatings distributor for cost and location of a SMART program near you or login at www.PerformanceCoatings.DuPont.com and click on the Training link to register for a class near you.