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The **AUTO BODY** Monthly

from

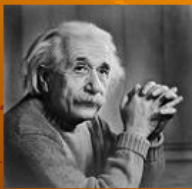
**D&R** AUTO PAINT AND SUPPLY

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## What are Your Goals for 2010?



The Definition Of Insanity:

Doing the same thing over and over again and expecting different results!

D&R Auto Paint and Supply has very detailed programs and services to help our customers grow and succeed now and into the future. The articles in this month's newsletter outline just a few.

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## A Christmas Story

A lady was picking through the frozen turkeys at the grocery store but she couldn't find one big enough for her upcoming Christmas family dinner. She asked a stock boy, Do these turkeys get any bigger?'

The stock boy replied, 'No ma'am, they're dead.'

## D&R Auto Paint & Supply Helping Shops Improve in 2010

Think about your own life. If you request a service, be it mechanical, health, computer, restaurant, etc.. are you more dissatisfied the slower the service is? Naturally, the answer is YES. According to studies done by JD Power and Associates, car owners feel the same about collision repair. Regardless of quality and cost, customers want their car back and they don't want to hear excuses as to why it took longer than it was suppose to.

If you were an insurance company trying to satisfy the policy holder, would you routinely send work to a shop that takes 25% longer to complete repairs than the shop down the street? This answers the age old question, why is the shop down the street so busy?

When someone makes a change in their life and positive results come from it, It's impossible to not get excited. In late 2008 D&R Auto Paint and Supply accompanied it's first customer through PPG's Green Belt training program. That customer has since had record sales years in a down economy.

**Story continues on Page No.2**

### (Continuing Story of: D&R Auto Paint and Supply Helping Shops Improve in 2010)

Also since then, other customers have attended the Green Belt program showing the same growth and success. This is no accident.

Are one of those that think “this is only for the big shops” or that “my shop is different from others” or worse yet “This stuff really doesn’t work and I’ll just roll with the industry punches”? If you are, then we need to talk!!!

The fear is, how do we get started and is my shop in a position to be able to handle such a change.

The answers are CALL US and YES.

When I said “fear” earlier, be honest with yourself. People are afraid of change. The good news is, D&R Auto Paint and Supply can start the process with you and your techs in the shop and at a speed that you are comfortable with. We can take the biggest “Nay Sayer” techs and turn them into “Lean Champions”.

As a shop, you can either come out of the gate running by attending the formal Green Belt program, or we can start slow and work hand in hand to improve the shops operation.

The difference is either way you want to start, D&R Auto Paint and Supply offers local support through your journey. We don’t rely on some “Suit” that flies in for a day and leaves you with a laundry list of work to do on your own.

Whether you are currently a D&R Auto Paint and Supply customer or not, call us today to see what improving shop processes looks like. The only upfront cost...a little time.

You never know, if your competitors adopt improved processes and you continue to do it the way you have for the last 40 years, you may need something to do with all the spare time you’ll have.



## Water.... Where are We?

Even though the Midwest is not regulated to use water base products, 2009 has been a busy year for water conversions at D&R Auto Paint and Supply. It seems a week doesn’t go by without one of our customers inquiring about moving towards waterborne base coat.

If we are not regulated, why the interest? What we hear, is that when one customer switches to water, they talk to other shops about the speed and color match of the product. As we all know, this is a small industry and word travels fast. We actually have painters who have left water shops only to ask us if there are any other water shops looking for help. The painters don’t want to go back to solvent!

If you are looking at any system that requires today’s style of agitator mix machines...keep looking. With this old technology, you’re only changing the liquid in the can. You’re not improving the system. Why bother???

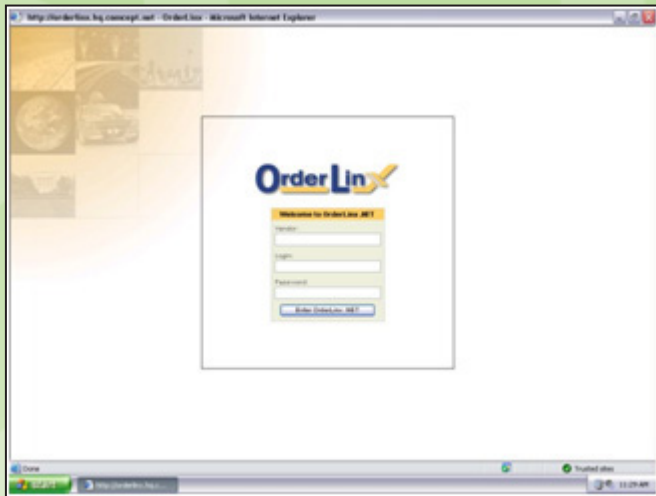
PPG is truly unique. No more mix machine. No more shaking toners. No more unbalanced mix systems. No more variables for color mis-match.

D&R Auto Paint and Supply currently has more PPG water customers in Omaha than all other paint brands.....COMBINED. This isn’t a coincidence. PPG works, it’s fast, and the color match is unbelievable.

The move to water requires careful planning to ensure minimal paint shop interruption and a smooth transition from solvent to water. If someone say’s “we’ll have the water in your shop and ready for use tomorrow”, RUN! PPG’s “Convert With Confidence” program is the industry benchmark that others try to achieve.

If you would like to see PPG's water in action, call us and we can show you why PPG's Envirobase is without a doubt the best waterborne system on the market.

## Order Materials Online



Print Reports and manage your shops materials in ways never before possible. D&R Auto Paint and Supply has been testing and is ready for a 2010 release of "Order Linx".

With Order Linx, shops can order on line, recall invoices, run reports, manage materials per technician, and review historical purchases to help find potential theft. This is not just a drop off system. D&R Auto Paint and Supply staff spend time training and implementing the change from most shops current manual inventory control systems to a new on line system.

With all of the pressures on today's collision repair shops, it's hard enough to maintain profitability. D&R Auto Paint and Supply can help material profitability with Order Linx. **Call us today if you are ready to move into a new age of material management**

## MERRY CHRISTMAS & A HAPPY NEW YEAR



In these "politically correct" times, Merry Christmas is getting lost. Well, not with me. I wish you all a VERY Merry, safe, joyful, reflecting, family filled Christmas. Ron Stazzoni and All at D&R Auto Paint and Supply

## REMINDER

### "40 CFR Part 63- 6H" Rule

As many of you already know, there is a new Federal Rule pertaining to refinish application, training, and equipment. It's known in short as the "6H" rule.

There are only 12 working days left to send in your initial notification form.

Collision Repair shops must send in an initial notification of operation by January 11th, 2010, and be in compliance by January 10th 2011. The overall rule has several parts including equipment, training, processes, and record keeping. According to the Nebraska Department of Environmental Qualities (NDEQ) the fine for non-compliance can be as high as \$25,000.00 per day. Some insurance companies have already stated that any shop doing work for them must be in compliance by the required dates.

There is a lot of mis-information floating around as to specifics of the rule. That is why D&R Auto Paint and Supply is working directly with the NDEQ in Lincoln to bring you the most accurate information possible.

It is the goal of D&R Auto Paint and Supply to help our customer become compliant using the correct information. We also want to assist in the training and documentation pieces of the rule.

If you are a D&R Auto Paint and Supply customer and need any information or help with regard to this rule, please call your supplying location.