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The **AUTO BODY** Monthly

from

**D&R** AUTO PAINT AND SUPPLY

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## Training Within Industry (TWI) The Missing Link In "Lean"



Have you ever been in the audience of a motivational speaker? The really good ones let you leave pumped up and ready to try new ideas. The problem is, once you get back to your overloaded desk, phones ringing off the hook, and

customer/employee problems, your no longer motivated to do anything but get through the day.

What if you could be that motivational speaker for your employees? What if you pumped up your crew every day? What if you could develop your people and offer skills training rather than SOP's?

TWI training has never been offered in a format specifically tailored to the collision industry until now. Now you can receive training on how to develop people ranging from the wash and detail person all the way to

a shop manager. How many times have you hired a person to simply wash cars and found they can't even do that to your satisfaction? Is it that they weren't capable, or were they thrown to task with very few instructions.

Learn how to Develop People, how to offer true Job Instruction, and how to sustain a trained, motivated work force.

Call your supplying D&R Auto Paint and Supply location for more details.

### IN THIS ISSUE

Page 01.....	Training Within Industry (TWI) The Missing Link In "Lean"
Page 01 - 02 .....	Controlling Material Costs Make Plans to Attend The Omaha Metro I-CAR Fest & Trade Fair



## Controlling Material Costs

Too many times, shop owners and managers open their material statements and have a heart attack if it's higher than normal. This before any

research is done about how much material you actually sold. Don't base ANY cost assumptions on your gut feeling. Get the facts first.

Here are a few common sense facts.

- **The more cars you paint the more paint you'll use. (Sounds simple but you'd be surprised)**
- **Your paint could be half the price it currently is, if you don't charge properly you won't be profitable.**
- **Less expensive products can cost you labor time. Labor and parts are more than 4 times the profit center of materials. Don't buy products that can slow you down.**
- **Insurance companies are putting increased pressure on paint time's thus negatively effecting material compensation.**

## Continuing Controlling Material Costs from page 01

- Insurance companies have material caps. Most shops are scared to ask for proper compensation when insurance companies will gladly pay the difference if you provide documentation.
- Why do some shops enjoy a +35% gross profit on materials and other shops lose money. Both use the same paint and fix cars.

The answers to the last fact will help any shop maintain an acceptable material gross profit margin. It's a fact. Insurance companies have cut paint time and increased "Blend Within" procedures on today's repairs. At the same time, paint prices have gone up at a rate of approximately 4-5% per year (some paint companies have gone up much more than that). With increased costs and downward pressure on compensation it's easy to see how over time you will lose margin.

How can you get it back? In times past, shops and technicians ordered material without a process or supervision. At the end of the month, the owner/manager would chew everyone out for overspending. What process changes were made the next month? NONE. It just happens month after month.

With the changes in cost and compensation, a successful shop must track and monitor material usage using SOP's (Standard Operating Procedures).

Very soon, we will offer a bar code management system to D&R Auto Paint and Supply customers that will work like the Touch Mix system does for liquids. It will tell you who took what and how much.



It will even re-order that product without you ever picking up the phone.

**How do the most successful shops manage materials?**

- They charge properly (including getting paid when they are capped)
- They have inventory in labeled cabinets and track who takes what.
- They use Touch Mix for more than a scale.

- They buy products based on the return in productivity....not just what's least expensive.
- BUY THE BEST AND GET PAID FOR IT!!!!!! (Say it can't be done? Other shops do, why can't you?)

## Make Plans to Attend The Omaha Metro I-CAR Fest & Trade Fair

On Saturday, April 24th, Metropolitan Community College will host the 3rd annual I-CAR fest. Last year was a great success with nearly 300 attendees. There will once again be 14 I-CAR classes offered throughout the day with on site lunch sales. The classes being offered are;

**DAM05 Aluminum Panels and Structures Damage Analysis**

**CPS01 Corrosion Protection**

**CYC01 Overview of Cycle Time Improvements for the Collision Repair Process**

**DAM04 Restraints, Interior, Glass, Side and Rear Impact Analysis**

**DAM08 Advanced Material Damage Analysis**

**GEN03 Collision Repair for General Motors Vehicles**

**ALT02 Hybrid Electric And Alternative Fuel Vehicles**

**NEW10 Vehicle Technology and Trends 2010**

**STA01 Cosmetic Straightening Aluminum**

**RES02 Advanced Restraint Systems**

**SPS02 Steel Unibody, A-, B-, C-, D-Pillars, and Rocker Panels**

**SSS01 Structural Straightening Steel**

**MEA01 Measuring**

**SPS07 Steel Unitized Structures Technologies and Repair**

For more information about class details, visit [www.drautopaint.com](http://www.drautopaint.com), click on "events" and type in your zip code. You can then click on any individual class to see more detail.