



MVP BUSINESS SOLUTIONS

RAPID IMPROVEMENT WORKSHOPS

- Administration
- 5S Workplace and Organization
- X-Ray Repair Planning
- Process Mapping and Problem Solving
- Paint Shop Throughput

Administrative Process Re-Engineering: A Lean for Admin *Workshop*

A SYSTEM OF TOOLS AND METHODS FOR REMOVING INEFFICIENCIES FROM ADMINISTRATIVE OPERATIONS TO IMPROVE FLOW, GAIN CAPACITY, AND LOWER COSTS.

The administrative burden placed on Collision Centers today can be overwhelming. For most, these processes have evolved over time and have been tweaked to meet a particular work provider's requirements – not necessarily for efficiency. The Admin Process Re-Engineering workshop is designed to take a look at the entire administrative process in the context of current staffing and their skills, repair volume, and work provider requirements to uncover opportunities for improvement. Over this 2 day workshop all of the admin personnel will contribute through interviews to map out the current processes. The current processes will then be evaluated using a proprietary tool to uncover improvement opportunities. The entire admin team is then involved in prioritizing the opportunities and developing an implementation plan. The benefits of improving the current admin processes include improved customer experience, administrative capacity created to handle additional volume, and lower effective admin costs just to name a few.

Administrative Process Re-Engineering at a Glance

Admin Process Re-Engineering is a 2 day on-site workshop designed to identify and understand all of the administrative tasks that must be completed to process a repair order. These activities are then evaluated based upon time needed to complete them, the frequency of the task, and the persons or job function responsible for completing each task. Once improvement opportunities are uncovered a new administrative process can then be created which better balances the workload demand across the entire Admin workforce to create a more seamless repair experience for the customer, collision center, and work provider.

WHO SHOULD ATTEND Collision Center Owners and Managers, Production Managers, Estimators, Parts Managers, Customer Service Representatives, etc. Any administrative personnel involved with processing a repair order.

- COURSE OBJECTIVES**
- Participants will help to create a Process Map to define the current administrative processes.
 - Participants will learn where their current staff are either over or under-utilized.
 - Participants will identify areas of opportunity to increase efficiencies to create capacity and lower administrative costs
 - Participants will have a solid plan for implementation at the end of the workshop.

COURSE LENGTH 2-day on-site workshop

CLASS SIZE Workshop should include all administrative personnel

- TOPICS COVERED**
- Current Admin Process
 - Understanding Capacity and Demand
 - Workload Balancing
 - Future State Admin Process

MINIMUM REQUIREMENTS Any PPG or Nexa Autocolor® customer. Hosting collision center.

Rapid Improvement Workshops

Rapid Improvement, it's about getting things done

A Rapid Improvement Workshop is a technique for quickly and effectively getting things done. During a Rapid Improvement Workshop you and your team will be lead by a MVP Black Belt facilitator through an on-the-floor workshop. Immediate results are realized through a hands-on effort, working directly on a planned scope project moving quickly from the Current State to a Future State.

A key focus of the Rapid Improvement Workshop is to teach the Leadership/Lean Champions at the shop how to use the technique enabling them to facilitate future, events on their own. PPG's MVP program offers a variety of Rapid Improvement Workshops as well as custom on-site consulting services.

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