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**I-CAR ANNOUNCES OVERVIEW OF CYCLE TIME IMPROVEMENTS FOR THE COLLISION REPAIR PROCESS
PROGRAM AVAILABLE STARTING MONDAY, APRIL 13**

HOFFMAN ESTATES, IL – April 13, 2009 – Repairers and insurers interested in how improving efficiency can help the bottom line now have a new training resource from I-CAR. Beginning Monday, April 13, I-CAR has launched its *Overview of Cycle Time Improvements for the Collision Repair Process* (CYC01) live training program.

The new course speaks to every employee who has a role in improving cycle time, from the estimator to the technician to the front desk personnel and shop manager, and allows for all to gain new knowledge geared toward resulting in improved efficiencies and better business practices.

“The industry has really responded strongly to this program and there is a great deal of excitement around it,” said Jeff Peevy, I-CAR Director of Field Operations, North America. “In the week prior to the first classes, we’ve seen registrations double.”

Recognizing this interest, the new I-CAR *Overview of Cycle Time Improvements for the Collision Repair Process* course provides a thorough overview of cycle time improvements to shop and office managers, technicians and insurance company personnel.

The I-CAR *Overview of Cycle Time Improvements for the Collision Repair Process* course details:

- Definition of cycle time and ways to improve processes
- How improvements can impact business efficiency
- Opportunities to improve customer relations
- “Time bandits” that can affect your business
- Current processes that can create opportunities to reduce cycle time
- Standardized Operating Procedures (SOPs) for improved processes

Registration for *Overview of Cycle Time Improvements for the Collision Repair Process* is currently open for classes that began on Monday, April 13 and new classes are being added to I-CAR’s class schedule on a continuing basis. Information on classes scheduled in your area can be found on the I-CAR web site at www.i-car.com through the class search feature or by contacting I-CAR at 800-422-7872.

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I-CAR, founded in 1979, is an international not-for-profit training organization dedicated to improving the quality, safety, and efficiency of auto collision repair for the ultimate benefit of consumers.



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