



# Advanced Collision Estimating Skills

**A**s a first critical step in the repair process, estimating is a key area of focus when looking for process improvement. This course focuses on how the estimating process impacts cycle time, customer satisfaction and shop profitability. Participants target the process of completing a technically-accurate estimate, stressing quality repair procedures with an emphasis on the shortest cycle time. Real-world case models are studied in depth as participants prepare estimates, then review and discuss best practices. Emphasized throughout the 2-day course are the benefits of fostering positive relationships with customers and insurers.

<b>Who Should Attend</b>	Shop Owners, Managers & Key Personnel
<b>Course Objective</b>	To help enhance estimating skills, customer and insurer relationships, cycle time, throughput and profitability.
<b>Course Length</b>	2 days
<b>Class Size</b>	10 minimum, 20 maximum
<b>Topics Covered</b>	<ul style="list-style-type: none"> <li>• Impact of Estimating on the Business</li> <li>• Best Practices</li> <li>• Negotiating Skills</li> <li>• DRP Management</li> <li>• Performance Management</li> <li>• Using Technical Bulletins &amp; Manufacturer Specifications for Technically-Accurate Estimates</li> <li>• Identifying All Steps to a Quality Repair</li> <li>• Integrating Meticulous Disassembly &amp; Supplemental Process to Drive Early Estimate Accuracy</li> <li>• LKQ &amp; Aftermarket Parts</li> <li>• Guide to Included &amp; Not-Included Operations in Electronic Estimating Databases</li> </ul>

Note: Students will receive a training manual, handouts, lunch, refreshments and a certificate of completion. The Automotive Management Institute of ASA has evaluated this module. Successful completion of the course and submission to AMI will provide the participant with 14 credit hours towards the accredited Automotive

## SERIES OVERVIEW

The MVP Business Development Series is the industry's most widely-attended training program for collision center management. Courses offered encompass all aspects of managing a profitable collision repair business—from marketing and estimating to administrative process and production management.

Keys to the success of the Business Development Series are the real-world expertise of MVP Certified Instructors and the state-of-the-art learning environment offered at PPG Business Development Centers. A completely updated curriculum ensures this elite training series continues to lead the industry in guiding owners, managers and key personnel on practical, proven ways to improve their businesses and to succeed in a highly competitive marketplace.

## MINIMUM REQUIREMENTS:

Any PPG or Nexa Autocolour customer is eligible to attend any MVP Business Development Series course.

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