



MVP BUSINESS SOLUTIONS

# COMMERCIAL TRUCK RAPID IMPROVEMENT WORKSHOPS

- 5S Workplace & Organization
- X-Ray Repair Planning®
- Refinish Area Optimization

Administrative Process Re-Engineering



## Commercial Truck Admin Process Re-Engineering

### GETTING FROM THE CURRENT STATE TO THE IDEAL STATE—A COLLABORATIVE APPROACH TO PROCESS IMPROVEMENT..

The administrative burden placed on commercial truck collision repair shops today can be over-whelming. For most, these processes have evolved over time and have been tweaked to meet a particular customer, fleet, or work provider’s requirements – not necessarily for efficiency or effectiveness. The Administrative Process Re-Engineering commercial truck workshop is designed to look at the entire administrative process in the context of current staffing, their skills, repair volume, and customer and/or work provider requirements to uncover opportunities for improvement.

During this workshop all the administrative personnel will contribute through interviews to map out the current processes. The current processes are then evaluated using a proprietary tool to uncover improvement opportunities. The entire administrative team is then involved in prioritizing the opportunities and developing an implementation plan. The benefits of improving the current administrative processes include improved customer experience, administrative capacity created to handle additional volume, and lower effective costs just to name a few.

### Administrative Process Re-Engineering at a Glance

Administrative Process Re-Engineering is a workshop designed to identify and understand all the administrative tasks that must be completed to process one repair order. These activities are then evaluated based upon time needed to complete them, the frequency of the task, and the person 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 administrative workforce.

**WHO SHOULD ATTEND** Commercial Truck Collision Shop 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 improve processes, create administrative capacity and lower effective costs
  - Participants will have a solid plan for implementation at the completion of the workshop.

**COURSE LENGTH** 2-3 days on-site depending on scope of work

**NUMBER OF PARTICIPANTS** Workshop should include all administrative personnel

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

**MINIMUM REQUIREMENTS** Any PPG Commercial Truck customer is eligible for this workshop

### Rapid Improvement Workshops

Rapid Improvement, it’s about getting things done

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 Business Solutions program offers a variety of Rapid Improvement Workshops as well as custom on-site consulting services.

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