

*Educational Service*


ProcessCentered™  
ENVIRONMENT

## A Tourist's Guide - Introduction to Process Centered Environments

(4 hours)

**This course is designed for collision center managers and owners who are interested in learning the benefits and challenges of pursuing a PCE journey. In this session, we will explore the basics of transforming a business into a Process Centered Environment.**

### Past participants said:

*"It gave me new hope and understanding about the business."*

*"A new way of looking at an old business."*

*"Systematic approach to understanding the PCE Journey."*

*"It runs parallel to my idea of continuous improvement."*

*"I needed this. It really helped me understand the whole 'lean thing' and how to apply it within the collision industry."*

### Prerequisite:

N/A

### Target Audience

Owners, General Managers, and Department Managers that want to learn more about Process Centered Environments or are already considering other process improvement methodologies.

A Process Centered Environment is a workplace characterized by a series of interconnecting, interactive processes that allow a product to flow freely, while utilizing the optimal amount of resources. This environment becomes a true culture, marked by a relentless pursuit of waste reduction by the removal of all non-value-adding activities from all aspects of the business. This allows the finished product to be delivered at the right time, right quality, and right cost. The goal of the Process Centered Environment is to provide all customers, internal and external alike, with the ultimate customer experience.

### Are You Experiencing:

- Frustration and stress from feeling there has to be a better way
- Missed delivery dates from inconsistent processes
- Quality issues from inconsistent processes
- Poor customer and employee satisfaction
- Incomplete paperwork at time of delivery
- Messy, unorganized workplace
- Long time for new employees to learn "your way of doing things"
- Excessive or inadequate inventory levels
- A culture that accepts mediocrity

### This Course Will Provide:

- An understanding of the principles of PCE
- An understanding of how PCE applies to the collision industry
- An understanding of the entire PCE journey
- A personal assessment of your readiness to pursue the PCE journey

### Why We Are Different!

We understand the value of your team's time and the need to keep your staff in the repair facility maintaining production. Therefore, most classes are modular in format and delivered locally.

Instructors are Akzo Nobel employees whose only responsibility is business improvement for our customers. This interprets into great depth of knowledge and increased learning for students.



**The Building Blocks of PCE**

-  **5S**
-  **Visual Management**
-  **In-Process Quality**
-  **The Waste Walk**
-  **Standardization**
-  **Continuous Improvement**
-  **Pull Production**
-  **Total Productive Maintenance**
-  **Continuous Flow**
-  **Real-Time Administration**



**Investment Analysis\***

**A Tourist's Guide - Intro to PCE**

**Assumptions**

Current Sales (Monthly)	\$100,000
Current Efficiency	150%
Current Gross Profit Margin	39%
Current Overhead Expense to Sales	28%

**Profit Drivers**

Profit Drivers	Service Impact	Monthly Profit Change
Sales	N/A	\$0.00
Efficiency**	N/A	\$0.00
Direct Cost (as a % of sales)	N/A	\$0.00
Overhead Expense (as a % of sales)	N/A	\$0.00
<i>Total</i>		<i>\$0.00</i>

**Investment**

Service Cost	\$0.00
Salary & Benefits (service execution)	\$75.00
Travel	\$0.00
Salary & Benefits (implementation)	\$0.00
Other Implementation Costs	\$0.00
<i>Total</i>	<i>\$75.00</i>

*This course is considered an "Exploratory" course and will not provide implementable improvements on its own. ROI will be realized upon implementation of concepts and tools presented in follow-up courses.*

**Your Potential Return on Investment**

Annual Operating Income Improvement	\$0.00
Investment	\$75.00
Return on Investment (\$)	\$0.00
Return on Investment (%)	N/A
Investment Breakeven in Business Days	N/A



\* This analysis is not a financial guarantee. It assumes proper and complete implementation of concepts and recommendations offered.  
 \*\* Profit improvement from an increase in efficiency is expressed through an increase in sales.