



ProcessCentered™
ENVIRONMENT

Tips for First Time Travelers -

Preparing for a Process Centered Environment

(4 hours)

This course provides leaders and team members with a plan to guide the change process and create a truly empowered workforce. Learn the role of your customers, your leaders, your managers and your team members in a continuous improvement environment.

Past participants said:

"I came from the metal fabrication industry where 5S had been been practiced for years. I've probably been through 6 or 7 seminars on 5S and none were as easy to understand as this."

"Implementing 5S in my facility has resulted in great improvements in organization and employee morale."

Target Audience

Owners, General Managers, and Department Managers

So....you're contemplating taking your business on the PCE Journey but know that the first step of any great journey is the hardest. What if you step in the wrong direction? What if you step too far and trip? What if you don't step far enough and nothing happens? What if you step in the right direction and nobody follows you? What might you step in?

This PCE module was designed to address these concerns. It should give you a basic understanding of the behavioral changes required to successfully implement a Process Centered Environment in your collision facility.

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:

- Attributes of a Process Centered Environment
- Understanding of how PCE delivers value to the customer
- Understanding of the potential changes needed to create a PCE
- The PCE Roadmap and how to navigate the journey
- Definition of the leader's role in creating a PCE
- Understanding of the importance of teamwork in creating a PCE
- A plan for your journey using the PCE Roadmap

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





Investment Analysis*

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Assumptions

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

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 a preparatory 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.