

# DuPont Performance Services

## Damage Analysis II

April 17<sup>th</sup>, 2012 | Fairfield, CA



Education



## Damage Analysis II Course Overview

Thousands of repairers attended the DuPont Damage Analysis I and / or Production Management: Pre-lean courses have asked for a follow up course to reinforce the course and take the learning to the next level...

This course reinforces the concepts learned in both courses plus! You will also learn:

- Structural repair damage analysis details with computerized or sector system
- Advanced Refinish damage analysis justification against material thresholds, negotiations over blend within panel, weld burn damage, feather, block and prime and others...
- Prepare for negotiating by "writing it right"

### Key Needs of Successful Course Attendees:

- Improve justification of judgment times...
- Reduce damage analysis errors = supplements
- Desire to raise the gross profit \$ and % on closed ROs
- Wish to refine the negotiating skills to reduce friction with work providers
- Desire for a more formal process for preparing estimate / blueprints

### Seminar length:

- One day

### Who should attend?

- Repair center owners or managers
- Estimators / Blue printers
- CSR's
- Production Managers
- Insurers
- Jobber Representatives

### Benefits of Damage Analysis:

- Increased consistency of estimates resulting in higher insurer satisfaction with claims handling practices.
- Improved understanding of how to justify times in a win-win negotiating fashion leading to improved accuracy in estimating and a higher average repair order.



## Course Outline:

**Course Preparation Exercise: Write Damage Analysis in advance of course... We will use this estimate throughout the course.**

### Module 1 – Blueprinting / Repair Planning

- Thorough disassembly with reassembly in mind
- Reconstruct the accident
- Mapping the vehicle
- Parts storage, ordering, and receiving = Kitting
- Build-up and sublet
- Paint as the last part
- **Exercise: 100% disassembly...**

### Module 2 – Structural Repair

- Frame technology and types of steel – brief review
- Can high strength steel be sectioned
- Aluminum
- Not included Structural Damage Analysis
- Understanding Corrosion Protection Damage Analysis
- **Exercise: Structural time based on computerized printout**

### Module 3 – Advanced Refinish

- Refinishing 101
- Prepping Raw Plastic Components
- Feather, Prime and Block
- Blend within Panel
- Masking
- Weld burn damage
- **Exercise: Masking, Weld Burn Damage**

### Module 4 – Write it Right to Survive the Desk Audit

- Re-keying Solutions
- Line Notes
- Photo Documentation
- Audit to comply with DRP guidelines, sector system, parts price differences,
- **Exercise: Auditing for dollars missed**

### Module 5 – Negotiations

- Keys to Successful Negotiations
- Timing and Method
- Preparation
- Anticipate reactions: Objections and responses
- Closing & Outlining Agreement
- **Exercises: Active Listening, Practice Negotiating, and others**

**Cost: \$200**

**Location:** Courtyard by Marriott

**Address:** 1350 Holiday Lane  
Fairfield, CA 94533

**Location Phone:** 707-422-4111

**Date:** April 17<sup>th</sup>, 2012

**Time:** 8:00 a.m. – 5:00 p.m.

**Please arrive by 7:45am**



