

AUTOMOTIVE BODY & PAINT OPERATIONS & MANAGEMENT



Managing body & paint workshop operations is different from managing service workshop operation. One major factor is, body & paint workshop consists of not only internal department staffs but also external parties e.g. insurance officer, adjuster officer, JPJ officer, PUSPAKOM which we may need to attend occasionally.

As majority of the management personnel are coming from service department, they may lack of knowledge and exposure on how to manage body & paint operations. This program is to provide some tips, techniques and tools for managing the workshop operation effectively.

MODULES

BODY & PAINT OPERATIONS FLOW (10 STEPS)

- How a common Body & Paint workshop operates
- Implement and practice the B&P Operation Flow

WORKSHOP OPERATION DASHBOARD

- 10 steps dashboard application onto workshop operation
- Stage analysis on accident vehicle repair cycle time
- Monitoring job progress

NEGOTIATION SKILL WITH INSURANCE / ADJUSTER

- Technical complaints and TTS compliances
- Standard safety issue and work to be recognized
- Workshop Repair Standard and Position Statement

REPORTING

- Types of reports generated in the estimating system
- Analyze the reports e.g. Estimating Vs. Approval Reports
- P&L Calculation

DOCUMENTATION & FILING

- Documentation filing (softcopy & hardcopy)
- Documentation filing on JPJ Technical Application reports

WORKSHOP 5S & 4M COMPLIANCE TO JPJ WORKSHOP REGISTRATION

- Implementation 5S zoning
- Spray Booth Maintenance & DOE Waste Disposal
- Documentation & Record Filing for JPJ workshop registration compliances

PROGRAMME OBJECTIVE

- To understand how a common Body & Paint workshop operates and maintain the workshop in good condition, compliance to government regulation guidelines
- To operate workshop in productive, effective manner and reduce wastage on material and manpower hours
- To identify root cause of the problem and methods to prevent margin leakages

PROGRAMME BENEFITS

At the end of the training, the candidate should be able to:

- Understand how a Body & Paint workshop operates and systematically production flow
- Implement Workshop Operation Dashboard to monitor every stage work progress
- Identify the root cause of the problem and provide a systematic approach solution
- Maintain the body & paint workshop in good manner and compliance to JPJ requirement
- Increase customer satisfaction in term of quality repair and quick vehicle delivery
- Effectively improve cases margin by improving negotiation skill and controlling the wastage

TRAINING METHOD

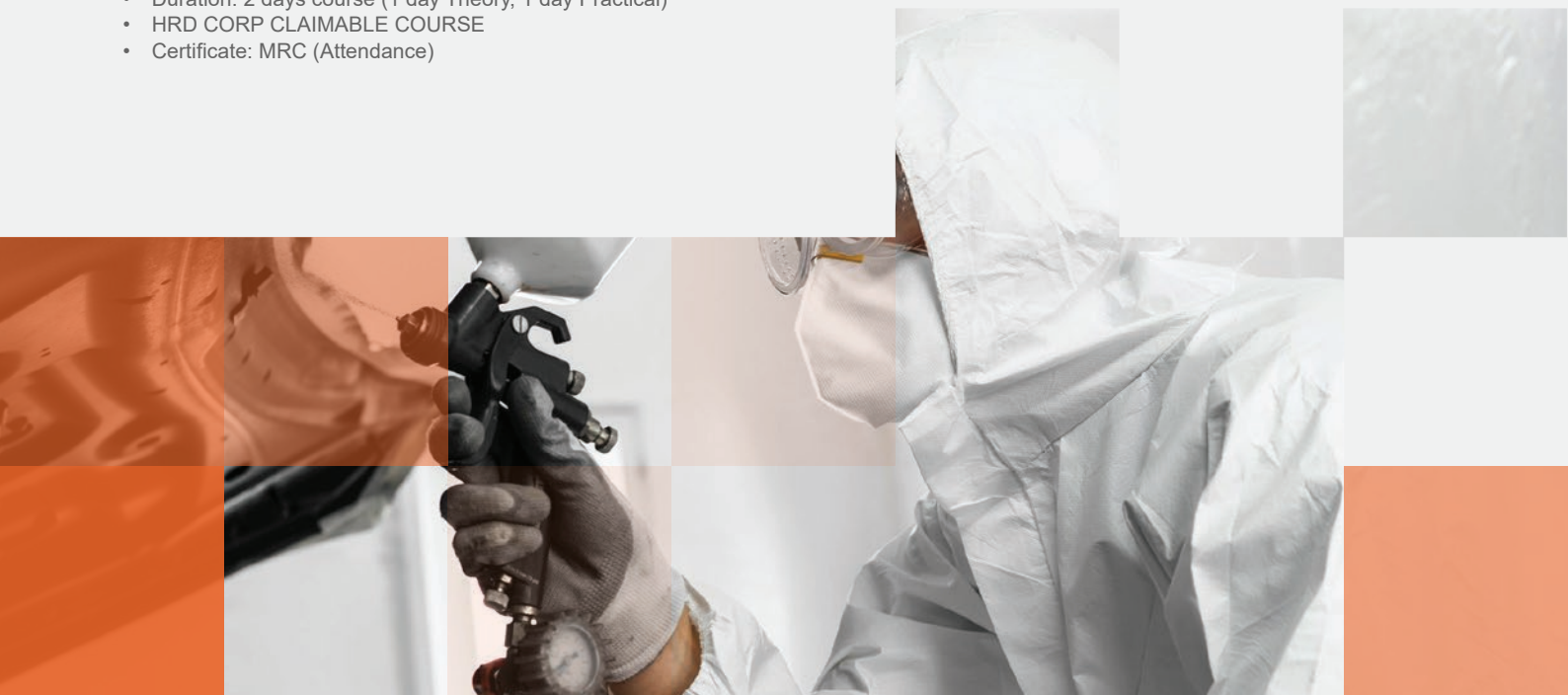
- 70% theory 30% practical

TARGET PARTICIPANTS

- Franchise and Non- Franchise Repairer: Workshop owner, branch manager, general manager, service head, operation / department supervisor

COURSE DETAILS

- Duration: 2 days course (1 day Theory, 1 day Practical)
- HRD CORP CLAIMABLE COURSE
- Certificate: MRC (Attendance)



ITINERARY PROGRAMME

DAY 1

TIME	MODULES
8:30am - 9:00am	Arrival of Participants & Registration/ Attendance Safety Briefing and Introduction
9:00am - 10:30am	INDUSTRY STAKEHOLDERS INVOLVED IN BODY AND PAINT SECTOR B&P OPERATION COMPLIANCE GOVERNMENT ACTS AND GUIDELINES <ul style="list-style-type: none">• BNM Claim Settlement Policy• BNM CoC• MS 2726:2024 Guidelines (process flow 4R2S, manpower qualification and documentation record)• DOE - Competent Person Certified Operator in Scheduled Waste Management (COSWaM)• JPJ - Pendaftaran Bengkel Pembaikan Kemalangan Kenderaan Automotif• JKPP - Noise Risk Assessment, Chemical Health Risk Assessment• JPJ - Pendaftaran Bengkel Pembaikan Kemalangan Kenderaan Automotif• KPDN - Customer Protection Act
10:30am - 10:45am	Morning tea break
10:45am - 11:15am	GOVERNMENT ACTS AND GUIDELINES (CON'T)
11:15am - 12:30pm	OEM BODY REPAIR MANUAL <ul style="list-style-type: none">• General Information• Body Construction - Sectioning & Welding Quality• Body Dimension - Measuring• Corrosion Protection - Weld thru Primer, Body Sealant, Undercoating• Synthetic Resin Parts• Body Colour - Refinishing Costing, Paint Materials
12:30pm - 1:00pm	DEMO OEM WORKSHOP MANUAL ON PHYSICAL VEHICLE Explain Body Measurement/ Corrosion Protection
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	MERIMEN - M.E.T., PANEL & PAINT, CP LABOUR TIMES APPLICATION <ul style="list-style-type: none">• Template available in Merimen system e.g. claims, reports, administration, account• Information to key in Merimen for claim submission THATCHAM TIMES SYSTEM <ul style="list-style-type: none">• TTS vs Opinion Time
3:30pm - 3:45pm	Tea break
3:45pm - 4:30pm	REPORTING <ul style="list-style-type: none">• Types of reports generated in the estimating system• Analyze the reports e.g. Estimating Vs. Approval Reports
4:30pm - 5:00pm	Final Q&A

ITINERARY PROGRAMME



DAY 2



TIME	MODULES
8:30am - 9:00am	Review of yesterday's topics
9:00am - 10:30am	COLLISION REPAIR PROCESS FLOW TROUBLESHOOT BOTTLENECK ISSUES RELATED TO PRODUCTIVITY, EFFICIENCY & QUALITY <ul style="list-style-type: none">• Estimating Process• Spare part ordering Process• M.E.T. Process• Body Repair Process• Painting Process• Quality Check Process• Total Loss Vehicles• Invoicing and follow up payment
10:30am - 10:45am	Morning tea break
10:45am - 11:30am	TROUBLESHOOT BOTTLENECK ISSUES (CON'T) DEMO <ul style="list-style-type: none">• Blueprinting station and tools e.g. magnetic estimating kit for estimating process• Take photos• M.E.T. dismantle to verify M.E.T. damages when adjuster arrive at site• Negotiate with adjuster at site• Parts Storage trolley system
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	WORKSHOP OPERATION DASHBOARD vs MERIMEN REPORT <ul style="list-style-type: none">• Merimen report job card vs Workshop Operation Dashboard• BodyNet System (Optional) DEMO WORKSHOP OPERATION DASHBOARD <ul style="list-style-type: none">• Application on 10 steps dashboard application onto workshop operation• Monitoring Work Operation Throughput Flow and resource/ facilitate the utilization• Role play – staff GENBA meeting on 4:00pm daily (lean management technique)
3:30pm - 3:45pm	Tea break
3:45pm - 4:30pm	P&L CALCULATION on ESTIMATE vs APPROVAL Final Q&A
4:30pm - 5:00pm	Presentation of Certificate of Attendance Group Photo End




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