



# Collision Repair Center Best Practices

## Improving the Repair Process in the Paint Shop

### Identify Areas of Improvement

The second largest production problem faced by collision repair shops today lies in the paint department. Parts problems rank #1 as the cause of cycle time delays. There are several contributors to problems in the paint department such as color match issues, quality standards, coordination problems and redo's. Customers measure the quality of repair by the paint process because it is the most visible.

Paint problems typically have little to do with the painter. More so they are due to scheduling and organizational problems. Poor scheduling creates too many cars to paint at one time and not enough time to do the best job, which leads to redo's. Poor organization can result in body techs pushing small parts through the booth, which negatively affects paint shop productivity.

**The paint booth is critical.** Every vehicle must go through the booth. Anything that slows time in the booth or worse, stops the booth, stops the shop. It directly affects the bottom line and shop profitability.

**Standard operating procedures are the solution.** Pre-managing the paint process is imperative. All vehicles must be checked to make sure they are ready prior to entering the booth. The vehicle must be 100% ready for paint when it enters the booth. In order to maximize booth efficiency, the paint prep department should have two vehicles READY for each booth at all times.

### Improve Cycle Time—Best Practices

- ◆ Use a booth acceptance checklist (ex. to find dents) prior to anything entering the booth and possibly slowing cycle time
- ◆ Train all painters on the proper paint process and utilize paint company training opportunities
- ◆ Use a timer between coats to prevent runs in paint
- ◆ Schedule booth time by utilizing a schedule sheet to provide ample time for quality work and avoid situations where there might be nothing to paint
- ◆ Don't move vehicles into the booth until ready, meaning no prepping should ever be done in the booth

FinishMaster offers additional solutions to help shops manage KPI's and implement standard operating procedures. Ask your Account Manager about the online **Collision Performance Analyzer (CPA)** tool offered exclusively by FinishMaster.

By monitoring KPI's and setting monthly goals, your FinishMaster Account Manager can help you identify bottlenecks and areas of improvement in the shop.

### REDUCE CYCLE TIME DELAYS BY IMPLEMENTING

## Standard Operating Procedures

