

BEFORE THE REPAIR STARTS

PM105E01

Course Format: Online training with posttest

I-CAR Points: 0.25

Estimated Duration: 1 hour

This course helps satisfy ProLevel training requirements for the following roles:



Estimator



Production Management

Course Content

Module 1—Job File Documentation

Module one features a demonstration of a job file review process in accordance with industry practices and shop standard operating procedures (SOPs). Students will learn to identify the documentation that makes up a typical job file and examine how the staff of a collision repair facility uses these documents. This module concludes with matching a vehicle to repair order using a job file.

Module 2— Insurance Needs

This module explains both direct repair program (DRP) and non-DRP insurance needs, taking into consideration SOPs, insurance guidelines and industry practices. Students will learn additional repair approval processes and the proper disassembly process to meet insurance guidelines before starting the repair. This module concludes with details on proper part inspection and photographic logging techniques based on insurance guidelines.

Module 3— Vehicle Mapping

Module three discusses the importance of mapping a customer's vehicle according to shop SOPs and industry practices. Students will learn how to use a job file to identify the work to be performed, differentiate prior damage, and reveal upsell opportunities. Additional topics include the importance of additional customer requests and matching the parts order list to the parts invoice.

Learning Objectives

- Demonstrate job file review processes
- Explain insurance needs (Including DRP and non-DRP)
- Identify express jobs using a checklist of express-related items
- Demonstrate mapping a customer vehicle

