

MATCHING THE REPAIR TO THE TEAM

PM110V01

Course Content

Module 1—Technical Assignment

The course begins with a look at the industry standard capabilities each technician or team in a repair facility has. The instructor will explore the importance of using a computer management system to determine current workload and doing spot checks to keep track of a technician's skill set. Students will learn how to assign a job and keep the job updated using a tracking system.

Module 2—Estimate Review

The second module will discuss how to perform estimate and vehicle reviews with assigned technicians using shop standard operating procedures (SOPs). Students will learn the importance of identifying the following OEM procedures and accessing the service information, as well as how to confirm the repair method expecting completion date using a job file.

Module 3—Keeping the System Current

The third module will discuss how to communicate the current job status and how to identify workflow availability by the technician or team.

Recommendations

Additional courses that may be helpful include:

- Synchronising Workflow through Team Communication (PM120L01)
- Problem Solving for Workflow Changes (PM125V01)
- Developing the Team and the Business (PM140V01)

Course Highlights

Points: 0.50

Estimated Duration: 2 Hours

Format: Classroom & Virtual Classroom

Meets the I-CAR ProLevel 1 or 2 training requirements for the following roles:



PRODUCTION MANAGEMENT

After completing this course, you will be able to:

- Identify staff capabilities and workload using a computer management system
- Explain how to assign job to an available technician or team using a computer management system
- Perform estimate and vehicle review with assigned technician using shop SOPs
- Communicate current job status using a computer management system
- Identify available workflow availability by the technician/team using a computer management system

