

# WORKFLOW ESSENTIALS

PM115E01

**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—The Hidden Cost of Supplements

The course begins with gaining an understanding of supplements and how they affect costs and key performance indicators (KPI's). Students learn the supplement process through identifying missing items, time management. Technician selection and wrap-up with making repair or replace decisions. Practical and useful tips will be shared throughout the course from a shop owner's perspective.

### Module 2— Survey the Shop Floor

The second module begins by helping the learner evaluate the work in process with an introduction to the tools used by a production manager. Next, videos and interactive elements explore quality control topics and introduce students to common roadblocks that occur during production. Students will participate in a game show style activity that helps them “make the call” about parts status.

### Module 3— Determine Facility Capacity

Module three introduces students to the concept of determining what the capacity of their shop is by looking at the big picture first. Next, the course will help the learner identify the right technicians for the available jobs through examples and video. Paint shop and estimating capacity wrap up this module with more practical applications.

## Learning Objectives

- Understand how supplements affect production, costs and staff by identifying missing items, time involved, and repair or replace decisions for each job
- Survey the shop floor using the quality control, roadblock and parts status techniques taught in this course
- Determine the facility capacity by using the big picture approach
- Identify the right technicians for the jobs to increase efficiency
- Understand how to analyse paint shop and estimating capacity for the facility
- Match up the equipment needs to the jobs in process
- Apply the proper staff at the right times while encouraging the learning culture

