

## PROBLEM SOLVING FOR WORKFLOW CHANGES

PM125V01

### Course Content

#### Module 1—Workflow Assessment

This course introduces students to common types of workflow disruptions. The instructor will present how to manage a proper workflow when problems arise and how to evaluate the need for workflow changes. The module concludes with a review of the tools available for making workflow adjustments.

#### Module 2—Implementing Workflow Changes

In this module, the instructor will discuss making workflow changes according to staffing availability. Students will learn how to adjust for sublet work and supplements, as well as what to do regarding waiting for parts and working through equipment maintenance. Finally, the instructor will present how to evaluate work-in-process and conclude with interactive discussion scenarios reviewing workflow problem scenarios covered in the course.

### Recommendations

Additional courses that may be helpful include:

- Synchronising Workflow through Team Communication (PM120L01)
- Workflow Essentials (PM115E01)
- Matching the Repair to the Team (PM110V01)
- 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:

- Assess workflow problems and evaluate work-in-process for potential solutions
- Determine technician workload through work-in-process analysis for developing staffing solutions
- Determine staffing needs based on workflow problems and how to reassign technician work based on skill, OEM training and/or availability
- Management workflow adjustments with outside vendors to ensure a smooth repair process
- Demonstrate how to adjust delivery dates and adjust technician workload based on supplement changes to the repair
- Demonstrate how to revise a repair schedule based on a parts order delay

