

R O M E

**2022 WORKBOOK**

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**CANONS OF SUCCESS**

**WELCOME**

**2022**

# WELCOME

As a member of the Rome family, we become your partner in ensuring the success of your collision center, including reduced cycle time, improved customer service, increased production, and increased profits. Your commitment to daily utilization of Rome software technology and process management will empower you to make better decisions faster and get better results.

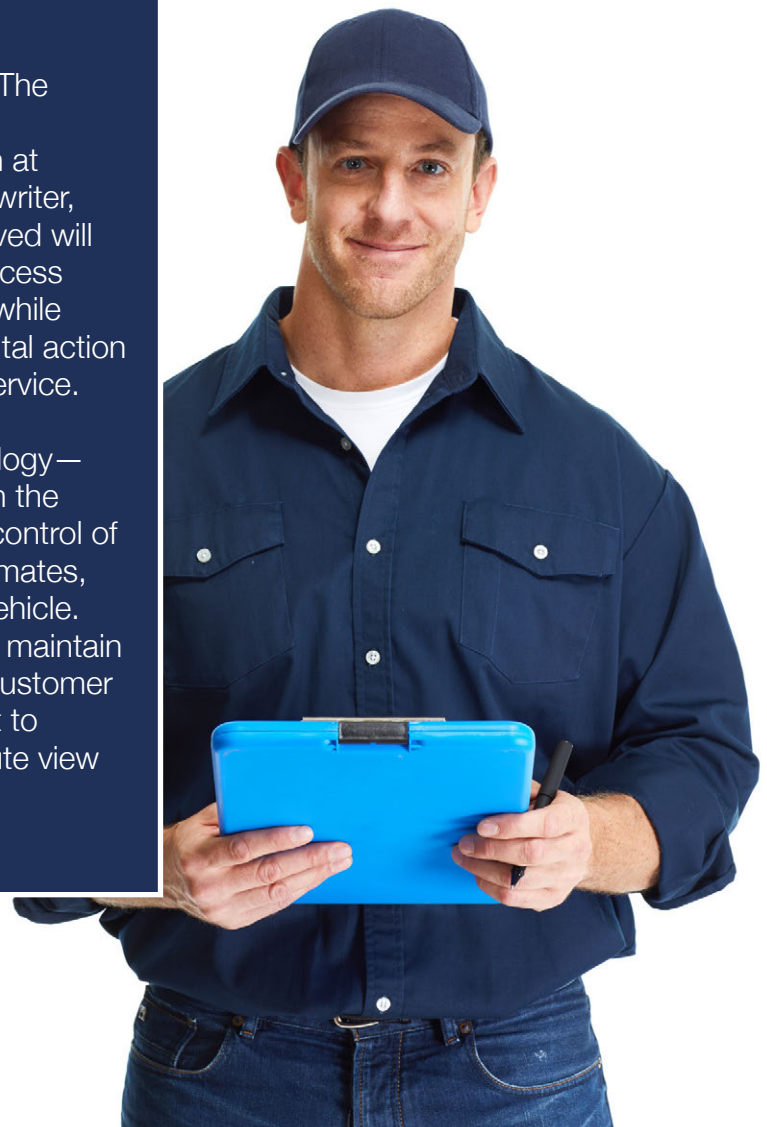
The first step to ensure your success will be adopting the Rome philosophy, “So it is written, so it is done — Paperwork ahead of production — The computer is gospel!” You must commit to never work outside of the Rome system. By doing so you can make decisions based on live and accurate information. You will also gain accountability and transparency in your operation, making it easier to manage and resolve challenges.

The second step is to commit to the Rome process. The process will begin with a blueprint. After complete disassembly of the vehicle the estimate will be written at the car and all associated parties including the tech, writer, production, painter, mechanic, and anyone else involved will review the estimate before the repair begins. This process will give you the full vision of the pre-collision vehicle while ensuring the most accurate forecasts and departmental action steps needed to maintain cycle time and customer service.

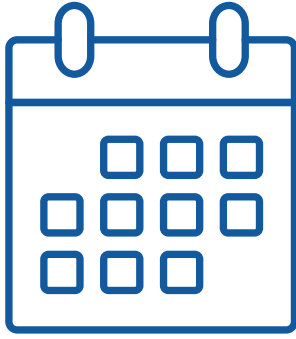
The third step will be to commit yourselves to technology—paperless, wireless, and utilizing technician stations in the production area. Being paperless will ensure central control of information. Being wireless will allow you to write estimates, manage production and check-in customers at the vehicle. Technician stations on the shop floor will allow you to maintain accurate load leveling, automatic payroll, automatic customer service, and real-time production alerts. Commitment to technology will ensure you have an up-to-the-minute view of your entire business.

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Implementation Milestones

# TRAINING WEEKEND

## MISSION STATEMENT:

To load every job live, to match the current WIP so that we are operating live and turn-key on Monday morning, with all of our action steps defined.

- Every Repair Order loaded into Rome Management and balanced to the penny to the current estimate/supplement
- Physical inventory of the vehicles reconciled to Rome Management
- Every vehicle re-labeled with Rome Management RO number
- All RO's assigned to proper technicians
- All labor that has been previously paid will be flagged and committed
- All parts will be posted and reconciled against invoices for an accurate parts inventory for all vehicles
- A complete walk-around will be done to update the production location and status of every vehicle
- All assignments, appointments and drivable pre-orders (scheduled in) will be added on the calendar
- Scan all existing paper file folder contents into the Repair Order File Jacket
- Define each Repair Order by its proper Repair Order Designation
- Update all customer service calls
- All sublet bills will be posted and reconciled against invoices for an accurate sublet inventory for all Repair orders

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