



BODY SHOP BASICS

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.

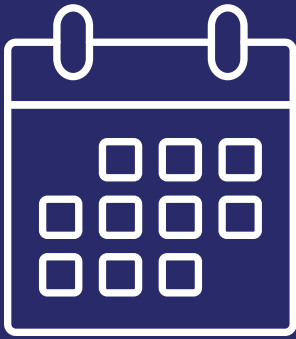
The second step is to commit to the Rome process. The process will begin with a blueprint. After complete disassembly of the vehicle the estimate will be written at the car and all associated parties including the tech, writer, production, painter, mechanic, and anyone else involved will review the estimate 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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800-373-7663

ROME



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

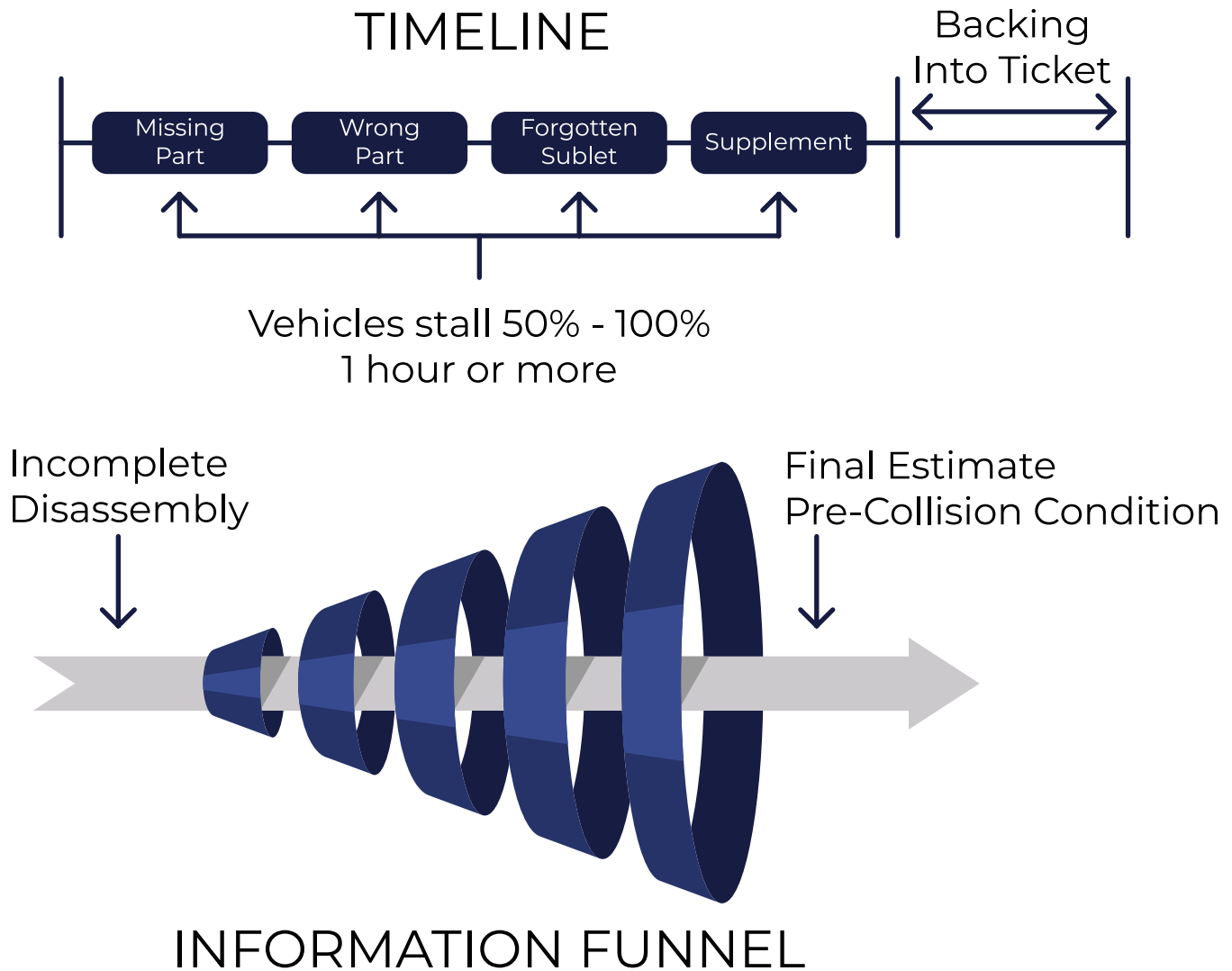
A large, bold white number '1' is positioned on the left side of the image. The background is a blue-tinted photograph of a car body shop. In the background, several cars are parked on a raised platform, and the shop's structure features a complex network of steel beams and a glass roof. The overall scene is industrial and well-lit.

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BODY SHOP BASICS

TYPICAL BODY SHOP: Reactive

Paperwork is not ahead of production



Results:

- Vehicle is not ready for customer pick up
- Customer calling for vehicle status means low CSI
- Cash flow not keeping up with demand... using your - credit line to pay payroll or bills
- Accounts receivable is higher than 10% of monthly revenues in 30 days
- Reduced gross profit
- Increased stress, reduced morale
- Increased cycle time

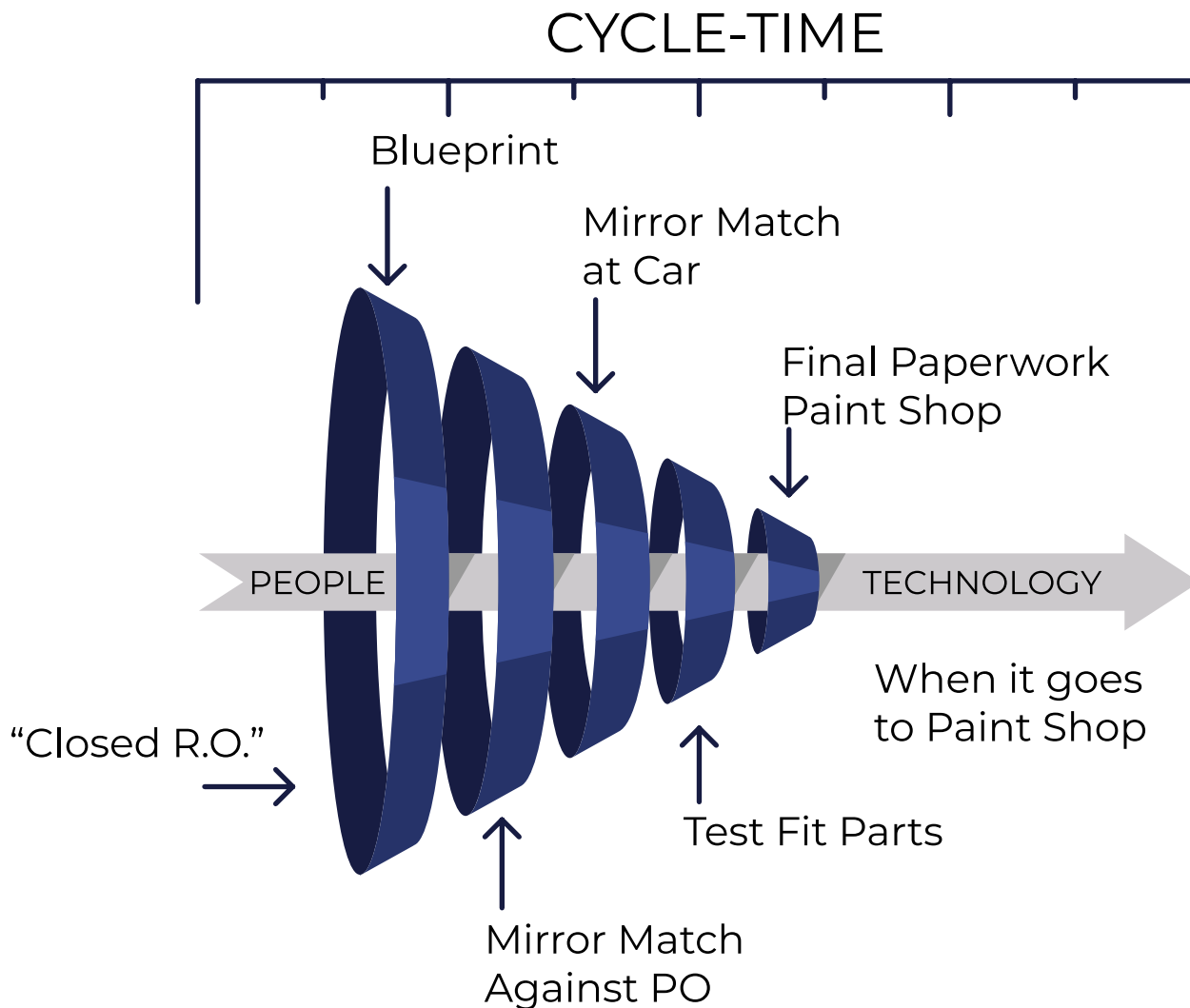
ROME BODY SHOP: Proactive

Knowledge Funnel

Create a formal document defining the pre-collision condition of the vehicle before we start the repair. This will include the viewpoint of each person involved (technician, parts, painter, production & writer, etc.) then signed using the Easy Blueprint/ QC app into the RO file jacket as a permanent record.

Blueprint

The best place for the job, because every job is custom



MEASURE TO MANAGE

Exceptional Managers Manage by Exception

THE FORECAST

Includes:

- Number of days in the shop
- Damage Profile - Severity
- Projected profitability by income category
- Customer "relationship call" cycle
- New load on shop resources by department, by technician, by writer
- Defines action item priorities by department (decision-priority technology)
- Cars to fix - Parts to buy - Customers to call
- Production cycle where the car will be on any given day based on hours worked per man per day per car, including admin and sublet days, with consideration of holidays and weekends and the projected date due
- Cycle time of mission-critical parts
- Cycle time of all parts

RO Big Forecast - 0063419.00

Task Status	Units	Days	Forecast Date/Time	Over-Ride Date/Time	Task Status	Units	Days	Forecast Date/Time	Over-Ride Date/Time
START			2/11/19 7:30AM		GLASS			2/20/19 4:34PM	
TD/Blueprint	2.89	0.72	2/11/19 2:43PM		Reassembly	8.67	2.17	2/22/19 12:29PM	
Supplement		0.10	2/11/19 3:43PM		SCAN	1.00		2/22/19 5:28PM	
BODY	17.34	4.34	2/18/19 9:04AM		Alignment			2/22/19 5:28PM	
Wheel Recon			2/18/19 9:04AM		BUFF			2/22/19 5:28PM	
Structural			2/18/19 9:04AM		DETAIL			2/22/19 5:28PM	
MECH			2/18/19 9:04AM		Q.C.			2/22/19 5:28PM	
PREP/Paint	11.00	2.75	2/20/19 4:34PM					2/22/19 5:28PM	

Grand Total: 2,499.54 Writer: JODY Date Due: 2/22/19 5:28PM % on Target for Date Due: 51.93 RO Completed

Body Team/Units: MIKEH 8.64 Paint Team/Units: BRIAN 2785 0.00 Frame Team/Units: 0.00 Mech. Team/Units: 0.00

Notes: You cannot "shrink" a task to a date/time before the forecast completion date/time of the prior task. You can "expand" any task to the date/time you want. To "shrink" or "expand" the entire RO, change the date due. If the workload percentage is too big/small, clear the existing date due to forecast the RO at 100% work (and a new date due).

Quick Message Part Status Process Status ARMS Status Pre-Defined Notes Labor Tasks OK Cancel

ROME

R O M E

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