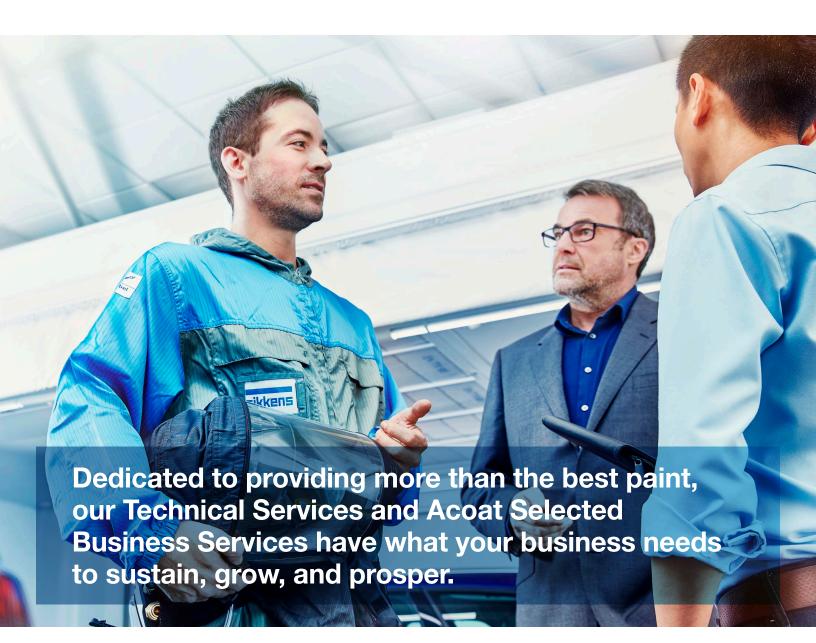
## **Services**More Than Just Paint

## AkzoNobel









# Acoat® Selected Business Services

# Technical & Color Services



Some call it future-proofing.

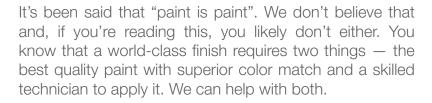
Others call it sustainability.

You can call it Acoat Selected because for the last 45 years our mission has been to prepare your business for the future.....before there was a trendy term for it!

Everything we do is about making sure our members thrive in the future, not just survive.

Acoat Selected is AkzoNobel's business development program for Sikkens brand customers. Whether you're looking to grow your business or improve day-to-day operations, the Acoat Selected program offers industry-leading business operations training, a comprehensive selection of consulting services, financial benchmarking, coaching, networking, and our patented digital production management tool, Carbeat®.

In a nutshell, our people are focused on developing your people to improve production efficiency, minimize cycle times, and and optimize profit.



AkzoNobel offers a broad range of hands-on technical skills classes at conveniently-located Automotive Training Centers. Taught by qualified instructors with real world collision repair experience, these classes assist technicians in developing and refining the necessary skills to work efficiently and without application error. You get real results: fewer errors and complaints, a better grasp of the latest technologies, and improved use of time and materials in the repair process.

With our advanced digital tools Automatchic<sup>™</sup> and MIXIT<sup>™</sup>, we are proud to offer a portfolio of color tools that harness the power of digital color technology that provide greater color accuracy, greater efficiency and ultimately, greater profitability.

In a nutshell, our people are focused on developing your people to improve production efficiency, minimize cycle times, and and optimize profit.











## Acoat® Selected Business Services Invest in Your Knowledge



Industry-leading business operations training — it's how we started over 40 years ago, and we don't intend to stop anytime now. Whether you prefer the personal interaction of traditional classroom training or the convenience of virtual/online learning, we have you covered with content in five categories — Marketing, Sales, Finance, Process Improvement, and Talent Development.

#### Traditional in-person training

#### Marketing ((•))

Collision Repair Center Marketing



Collision Repair Selling Skills

Estimating Consistency - Documenting Damage

Maximizing CSI

Scheduling Workshop - Controlling the Variables

#### Finance \*

Financial Analysis

Paint by the Numbers

Paint Material Management

#### Talent Development 🦺

Training, Retaining & Recruiting

#### Process Improvement \*\*

40 Degrees

Cycle Time Processing Reduction (CPR)

Implementing Repair Planning

Lunch-N-Learn - Disassembly Standards

Lunch-N-Learn - Mirror Match

Lunch-N-Learn - Phone Skills

Managing Parts for Continuous Flow and Profit

Optimizing Repair Planning with PCE

PCE Introduction to Process Centered Environments

PCE Preparing for a Process Centered Environment

PCE Principles of Continuous Improvement

PCE Implementing 5S

PCE Standardization and Visual Management

PCE Boot Camp

PCE Training Camp

Visit www.akzonobeltraining.com to browse and register for scheduled classes.

Our e-learning modules allow you to invest in your team's knowledge while minimizing production downtime and eliminating travel costs, and still earn I-CAR credits.

#### Online training\* (subject to change quickly)



Scheduling for Continuous Flow

#### Finance 👾

Understanding & Diagnosing Paint Material Profitability

#### Process Improvement \*\*\*

PCE1 Introduction to Process Centered Environments

PCE2 Create a Culture of Continuous Improvement

PCE3 Streamline Your Processes with Waste Reduction

PCE4 Stabilize Your Processes with Standardization

PCE5 Communicate Your Processes with Visual Management

PCE6 Support Your Processes with 5S

PCE7 Building Quality into Your Processes

PCE8 Pull Production into Your Processes

PCF9 Cash In on Your Processes with Real-time Administration

PCE10 Maintain Your Processes with TPM

PCE11 The Secrets of Continuous Flow

\*online training is available to Sikkens and Lesonal users



As an I-CAR Sustaining Partner, most of our training, both inperson and online, qualifies for I-CAR credit.





# Acoat® Selected Business Services Invest in Your Business



In addition to a multitude of training offerings, the Acoat Selected program offers many additional services that focus on departmental or overall business operational health.

#### Onsite and Virtual Consulting

Our diverse team of Acoat Selected Service Consultants are available to users of our Sikkens brand of refinish products for both onsite and virtual consulting engagements.

What do you want to work on in your business?

- DiSC behavioral assessments and analysis
- Demographic analysis
- Marketing plan
- Selling skills
- Estimating review
- Full financial analysis and benchmarking
- Paint & material profitability analysis
- Process Centered Environment implementation
- Operations review

#### Performance Groups

Imagine spending two or three days with two hundred other shop owners for the sole purpose of exchanging business development ideas. That is exactly what happens at Acoat Selected Performance Group meetings.

The Acoat Selected regional and national performance groups offer unparalleled opportunities to benchmark your performance against other businesses and to identify opportunities for improvement.

Performance group members meet twice per year to share successes, find solutions to problems, and establish relationships with like-minded shop owners across North America. The wealth of knowledge and experience shared at these meetings is nothing short of awe inspiring.

#### Carbeat® and Carbeat® Connect

Carbeat is AkzoNobel's patented, state-of-the-art, digital collision repair workflow control solution that enables automotive collision repair shops to create transparency of their work in production and thus operate more efficiently. It's a cloud-based application that is simple and reliable.

Efficient production is at the heart of every successful collision repair shop. When shop floor efficiency is a concern, accurate information is key. Especially in the collision repair business, information is everywhere, all the time. It is as fluid as paint, and it changes by the minute. You may call this a dynamic environment, but it can also feel downright chaotic.

At the work floor level, Carbeat is an intuitive and practical tool. It visually represents work in production, using columns and colors to identify the status of a repair at a glance, quickly and easily guiding behavior in the shop. It enables real-time vehicle status information to inform interested parties inside and outside your company.

Carbeat Connect facilitates the exchange of data between Carbeat and other 3rd party systems like body shop management systems (BMS). Carbeat Connect runs in the background and is a secure interface that automatically feeds repair order information into the Carbeat application from your management system.

Visit <u>www.carbeat.com</u> to learn more.



# Technical Services Invest in Your Skills



Whether you are in one of our strategically placed Automotive Training Centers (ATC) or in your shop, our team of Product Instructors and Technical Consultants enable your team to deliver world class finishes effectively and efficiently, thus optimizing cycle times and increasing capacity for more sales.

AkzoNobel Product Instructors and Technical Consultants, having been painters at body shops prior to joining AkzoNobel, know how to paint vehicles. They know how to do it very well. What sets our team apart from other good painters is their skill at teaching others.

Product Instructors and Technical Consultants undergo intense training prior to conducting their first class at a training center or in your shop. While technical details of paint are part of the curriculum, a large amount of time is spent understanding and practicing teaching skills. Regardless of how much technical information instructors have, it is useless if they can't properly communicate it to others. AkzoNobel Tehnical Instructors are experts in conveying information to their students during classroom and hands-on sessions.

Our Technical Instructors utilize kinesthetic learning techniques to help students learn. Repetitive, hands-on exercises help students learn not only proper technique, but more importantly, the "feel" of proper technique. The result — painters with a natural painting style that produces superior-quality work.

There is a difference between a painter and a Sikkens Certified or Lesonal Certified painter. This fact becomes obvious when you watch their movements and see their results. Want your painters to effortlessly lay down a consistently exceptional finish? Send them to AkzoNobel technical training.

Visit www.akzonobeltraining.com to browse and register for scheduled classes.

#### Traditional in-person training

Code to Color

Sikkens Advanced Product Training

Sikkens Color Tinting Course

Sikkens OE Paint Certification

Sikkens OE Paint Certification - Color Tinting

Sikkens Product Training

Lesonal Advanced Product Training

Lesonal Color Tinting Course

Lesonal OE Paint Certification

Lesonal OE Paint Certification - Color Tinting

Lesonal Product Training



As an I-CAR Sustaining Partner, most of our training, both in-person and online, qualifies for I-CAR credit.

#### Online training (subject to change quickly)

Get the Digital Advantage

Sikkens Autobase Plus & Autoclear Clearcoats

Sikkens Autowave & Autoclear Clearcoats

Sikkens Autowave & Autoclear Clearcoats (VOC)

Sikkens Product Training Certification (6 mos.)

Sikkens Undercoats

Sikkens Undercoats (VOC)

Lesonal Basecoat SB & Clearcoats

Lesonal Basecoat WB & Clearcoats (National Rule)

Lesonal Basecoat WB & Clearcoats (VOC)

Lesonal Product Training Certification (6 mos.)

Lesonal Undercoats (National Rule)

Lesonal Undercoats (VOC)



## **Color Services Invest in Your Color**

#### Driving the Power of Color Innovation

Colorvation is a unique, comprehensive, user-friendly approach to vehicle refinishing based on the latest digital color technology. Building on our advanced digital tools Automatchic™ and MIXIT™, we are proud to offer a portfolio that harnesses the power of digital color technology, to help our partners achieve measurable improvements to their businesses – greater accuracy, greater efficiency and ultimately, greater profitability.

#### Convenient color-matching

spectrophotometer the MIXIT™ digital color retrieval system, you already get precise and convenient color-matching. Now, Automatchic in MIXIT™ combines these two tools in one and convenience.

### every time

Through the Automatchic hand- By connecting precise color Automatchic in MIXIT<sup>TM</sup> is not identification with a seamless workflow, achieving a you are provided with the exact eliminating errors, strengthening whole new level of speed, accuracy data you need, the moment you sustainable operations and making your profitability by increasing refinish bodyshop. optimization, accuracy and speed.

#### Perfect color match first time, Faster process, shorter cycle time

vast only quicker and offers greater database of over 2 million colors, accuracy, it is likewise simple Automatchic in MIXIT<sup>TM</sup> gives you and easy to use, and comes the perfect color match first time, with support via our mixitcloud. every time and faster than ever. com website. It also reduces Through this streamlined process wasted time and wasted paint by need it, allowing you to improve it a valuable asset for any vehicle

#### **MIXIT**<sup>TM</sup>

MIXIT™. AkzoNobel's advanced color identification and retrieval application, represents a turning point for the industry. Through MIXIT, users have direct, immediate access to our vast database, which hosts more than two million colors and variants – with more being added every day. MIXIT uses a cloud-based system, and can be easily accessed from any device or platform.



#### Automatchic™

Automatchic™ was first launched in 1993, and has since become AkzoNobel's pioneering handheld spectrophotometer. In its current form, in combination with our extensive database, it is the most accurate color-matching system available. Its high degree of accuracy dramatically reduces the likelihood of matching errors and eliminates the need to carry out re-works.









#### www.akzonobel.com

We've been pioneering a world of possibilities to bring surfaces to life for well over 200 years. As experts in making coatings, there's a good chance you're within reach of one of our products. Our world class portfolio of brands – including Sikkens, Dulux, International, and Interpon – is trusted by customers around the globe. We're active in more than 150 countries and have set our sights on becoming the global industry leader. It's what you'd expect from the most sustainable paints company, which has been inventing the future for more than two centuries. For more information please visit <a href="https://www.akzonobel.com">www.akzonobel.com</a>.

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