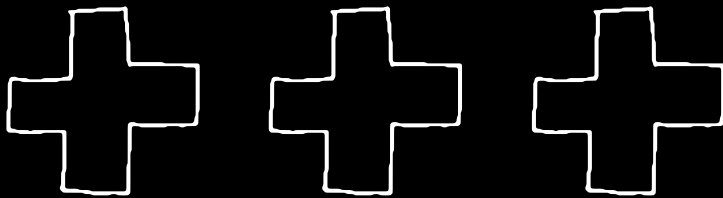


Targetting re-works



MaxMeyer Techtalk

Targetting re-works

Things unfortunately, sometimes go wrong with repairs for many reasons. The real key is avoiding these problems before they occur.

Rework or rectification can be a high cost area and this ultimately means diminished profits for your Bodyshop. What's more you have to inform the customer they won't be picking up their car when they first thought; this can lead to a disappointing experience. If a customer experience is negative, this can lead to a negative referral and significantly damage your Bodyshop's reputation.

MaxMeyer aims to help make your Bodyshop more effective and ultimately more profitable. We appreciate avoidance is not always easy. On this Techtalk bulletin we highlight some of the contributing factors for re-work and some process tips on how to avoid them from the start.

+ Remember the housekeeping

Keeping the working environment as clean as possible is a key stage in reducing reworks. Poor housekeeping can lead to dirt inclusions, contamination and also poses a threat to health and safety. Some small changes such as avoiding wearing paint overalls in the workshop and cleaning the spraygun after use for example will reduce the possibility of reworks.

As well as considering the workshop and equipment also think about the spraybooth. Our experts recommend spraybooth equipment should be serviced at intervals of between 750 & 1000 running hours to ensure you receive optimum performance. It's vital to take the time to maintain your booth and minimise dust, a clean spraybooth means a better final finish, less polishing and impacts positively on your bodyshop cycle time.

+ Adopt colour checking practices

At MaxMeyer we recommend the use of the colour box swatches and sprayout cards to identify the correct colour and shade before applying. By matching the colour right from the start, this helps to ensure an edge-to-edge match is achieved. Don't forget to check the colour in natural daylight, trying to identify colours under anything other than daylight may lead to an unacceptable match.

Ensure you use the correct spraygun and set up, spray the card vertically and apply the amount of coats and dry in the same way you would on the actual vehicle.

MaxMeyer is dedicated to delivering fully comprehensive colour tools which are a key part in getting it right first time. For further MaxMeyer Colour Identification Support log on to maxmeyerplus.co.uk

+ Keep painters up-to-date with latest techniques

Up-skilling painters with the latest tricks and techniques is a proven way to increase Bodyshop productivity and reduce costly errors; it can act as a motivator too.

MaxMeyer offers regular courses on the latest MaxMeyer products and new techniques designed to keep technicians up-to-date with new technologies and to help them understand the latest motor manufacturer trends and how to repair new vehicles.



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Targeting re-works

Remember to keep your painters in the know, it's not enough to assume that one training course is qualified; you need to constantly look to upgrade their skills to avoid rework cases.

For more information on how MaxMeyer can help your painters up to date with the latest best practice repair techniques contact maxmeyerplus@ppg.com

+ Key quality check stages

Quality doesn't happen by chance; it's all about having repair processes in place that are standardised to produce consistent quality and minimise re-works. MaxMeyer recommends introducing 'key quality checking stages' and assign responsibility to each stage for sign off. For example:

- + After preparation is finished but before vehicle leaves the bay (sign off as accepted by head painter)
- + After colour matching but before topcoating (sign off by team leader)
- + After topcoating but before vehicle leaves spraybooth (sign off by team leader)
- + After polishing and final quality check (sign off by head painter)

By assigning responsibility at several stages this can help identify any potential problems before the repair gets too far down the process.

+ Don't accept re-works as part of the 'every day'.

All in all, reworks do happen. The trick is trying to identify the causes and putting in place measures to reduce the likelihood of them happening. Re-works will have a significant impact on your business; everyone hates doing the job twice, it's costly and can effect your Bodyshop's reputation.

Generally, re-works can be avoided by making everyone responsible during the process, it's everyone's job to keep the Bodyshop clean, it's everyone's job to follow best practice. It's really a matter of adjusting your Bodyshop culture to not accept re-works as part of the 'every day'.

For more top tips and process support tools please visit the Techtalk section of our website maxmeyerplus.co.uk

