CORE CONCEPT

Automotive Body Shop and Collision Repair Management Course: Estimating, Paint Shop and Insurers

19 – 23 September 2027
Riyadh - KAFD district five-star

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Ref: 1752_30971 **Date:** 19 – 23 September 2027 **Location:** Riyadh - KAFD district five-star **Fees:** 20000 SAR

Introduction:

Automotive body shop and collision repair management, covering estimating, the paint shop and insurers, is a 1-week course for body shop management, estimating, refinish and aftersales leadership teams, ending with a Collision Centre Repair Flow and Performance Plan. Collision centres lose margin when estimates miss hidden damage, structural repairs depart from the vehicle maker's methods, paint booths sit idle and cars wait for parts or insurer approval. Nominees run or estimate collision work and learn through case studies on repair orders, booth logs and cycle time data. CoreConcept Training Center delivers this body shop and collision repair management course.

Course Objectives:

- Assess collision damage through teardown and blueprinting and write complete estimates that capture hidden damage, labour operations and refinish times
- Specify structural repair methods for unibody high-strength steel and aluminium bodies using the vehicle maker's sectioning, joining and measuring instructions
- Plan refinish operations from colour matching and paint mixing to spray booth loading so the paint shop meets daily throughput targets
- Schedule repair orders through a production board that controls parts arrival, technician loading and key-to-key cycle time
- Negotiate and run insurer direct-repair agreements, including labour rates, approval limits, supplementary claims and performance reporting
- Build a Collision Centre Repair Flow and Performance Plan with KPI targets, owners and a review routine for a case repairer

Target Audience:

- Management teams accountable for the profit, throughput and customer satisfaction of independent or dealer collision centres
- Estimating teams responsible for damage inspection, repair planning and estimate approval with vehicle owners and insurers
- Refinish supervision teams responsible for colour matching, paint stock and spray booth output
- Production control teams responsible for repair order scheduling, parts chasing and vehicle delivery
- Aftersales leadership teams that oversee body and paint departments alongside mechanical service
- Fleet and leasing repair coordination teams that place accident-damaged vehicles with repairer networks

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Course Outline:

Day 1: Collision Repair Business Landscape and Body Shop Baseline

- Collision Repair Value Chain From First Notice to Handover
- Independent, Dealer and Multi-Site Body Shop Operating Models
- Repairer Revenue Mix Across Labour, Parts, Paint Materials and Sublet
- Body Shop Floor Layout From Reception to Valet Bay
- Current-State Baseline Using Repair Orders and Cycle Time Data

Day 2: Damage Assessment, Estimating Systems and Vehicle Maker Repair Methods

- Teardown and Blueprinting Method for Capturing Hidden Damage
- Estimating System Labour Operations, Overlaps and Refinish Times
- Unibody Load Paths, Crumple Zones and Subframe Damage Analysis
- Vehicle Maker Repair Instructions for High-Strength Steel Sectioning
- Aluminium Bodies, Structural Bonding and Rivet Joining Requirements

Day 3: Structural Repair Control, Paint Shop Operations and Production Flow

- Three-Dimensional Body Measuring and Bench Pulling Sequence Checks
- Paintless Dent Repair Versus Panel Replacement Decision Criteria
- Colour Matching, Paint Mixing Records and Waterborne Basecoat Control
- Spray Booth Loading, Bake Cycles and Daily Throughput Planning
- Production Board Scheduling With Touch Time and Parts Readiness

Day 4: Cycle Time Losses, Insurer Agreements and Quality Risks

- Key-to-Key Cycle Time Breakdown and Bottleneck Analysis
- Supplementary Estimates, Parts Delays and Approval Waiting Losses
- Direct-Repair Agreement Terms, Labour Rates and Approval Limits
- Insurer Performance Scorecards With Severity and Customer Satisfaction
- Comeback Analysis, Final Quality Inspection and Post-Repair Scans

Day 5: Case Study Work on the Collision Centre Repair Flow and Performance Plan

- Case Collision Centre Brief With Estimates and Booth Logs
- Case Estimate Audit Against Teardown Findings and Repair Instructions
- Case Paint Shop Throughput and Production Board Redesign
- Case Insurer Agreement Review and Scorecard Targets
- Collision Centre Repair Flow and Performance Plan Completion

Skills You Will Gain:

- Collision Damage Blueprinting
- Repair Estimate Writing
- Structural Repair Method Selection
- Refinish Throughput Planning
- Body Shop Production Scheduling
- Cycle Time Bottleneck Analysis
- Direct-Repair Agreement Management
- Collision Quality Inspection

Why Attend This Course:

- Deliver a Collision Centre Repair Flow and Performance Plan to the body shop owner, aftersales director or dealer principal for approval
- Decide whether a damaged panel or structure is repaired, sectioned or replaced, backed by the vehicle maker's instructions and estimate evidence
- Avoid unpaid supplementary work, idle booth hours, comebacks and vehicles held for days awaiting parts or insurer authorisation
- Coach estimators, painters and production controllers using the blueprint checklist, booth loading sheet and cycle time tracker

Conclusion:

Back at work, the participant presents the Collision Centre Repair Flow and Performance Plan to the body shop owner, aftersales director or dealer principal. Management uses it to set estimating standards, approve booth and bay loading rules, fix key-to-key cycle time targets and decide which insurer agreements to renew, renegotiate or exit. After the first full month under the plan, the centre should compare supplementary estimate rates, booth throughput, cycle time, comebacks and insurer scorecard results with the targets and adjust the actions that have not moved.

Frequently Asked Questions FAQ:

What should participants know before a body shop and collision repair management course?

Participants should already manage, estimate or supervise collision repair work and be able to read a repair order and an estimate. Bringing anonymised estimates, booth logs or cycle time reports from their own centre helps them test the methods during the case study days.

How does body shop and collision repair management differ from a motor insurance claims course?

This course is written from the repairer's side: estimating, structural repair methods, paint shop output, production flow and managing insurer agreements. Motor insurance courses work from the insurer's side, covering underwriting, liability decisions, claims reserving and fraud referral.

Why does body shop and collision repair management track key-to-key cycle time?

Key-to-key cycle time measures the days from the owner handing over the keys to collecting the repaired car. It drives replacement vehicle costs, insurer scorecards and customer satisfaction, and it exposes waiting time on estimates, parts, approvals and booth capacity.

What do participants take back from the body shop and collision repair management course?

Participants take back a Collision Centre Repair Flow and Performance Plan with an estimate audit checklist, a booth loading and production board design, insurer scorecard targets and KPI owners that they can adapt to their own collision centre.