

Customizing your production workforce with entry-level technicians!

Can in-house training at your location using entry-level students be efficient, effective, and profitable?

You bet it can, says Jeffrey Koykar Sr owner of "The Academy" Autobody Collision Training (A.C.T.), but only if you have an organized, quality program in place. For years collision repair facilities have had little time or interest in providing a solid apprenticeship training program because it wasn't beneficial to all parties concerned. That is until now!

There are students all across the country that will pay a production repair shop (like yours) for the opportunity to receive quality in-house training with the intention of becoming your future employees. We prove this daily in our production training facility located in Maryville, Tennessee. A training program can also be an additional profit center that allows you the ability to mar-

ket areas that traditionally are unavailable or yielded a low net profit.

You don't start a training program to add a profit center. You start a training program to secure and stabilize your workforce. It is this stability, through the adaptation of training that produces efficiency which allows you to position your company's presence and strength in the market place. Efficiency is foundation for growth. All the other benefits of a training program (and there are many) are gravy.

But before you consider starting your own in-house training program you must ask yourself this question. Do you believe we are facing some major challenges regarding technician shortages and issues that if not addressed could strike at the heart of your business, your workforce?

I believe we are facing such challenges, especially in the area of recruiting and training for entry-level technicians. So much so, that in Feb 1999 I began to strategize and develop a training program based on R.E.A.L. (Rotating



The Academy offers customized training to fit any shop.

Experience & Applied Learning) production world experiences. I believe my 30 plus years of industry experience through ownership, management, and technical expertise equipped me with the solid foundational background necessary to design and create a quality training program. It also gave me an unusual perspective to view training from all aspects (owner, manager, and technician) that enabled the ability to adjust and tweak a program system that is effective.

We have scrutinized and critiqued the program in such a way that insertion of the program into your production facility is a non-complicated, un-obtrusive procedure. Our training program does not focus on the repair process per say. The programs implementation design is to work closely on your production floor with your seasoned technicians chosen to spearhead the program. We teach them

how to relate the repair process, skills, and information (which they already know) to the student tech in an organized fashion that is conducive to progressive learning quickly.

One of the features of our program is the curriculum that is specifically targeted toward enhancing entry-level skills, development, and growth in a short period of time. Our text is a simple, yet powerful, guide and directional plan used in conjunction with the repair process.

Another key element of our training program design is the recruitment process. Student candidates go through a qualification and prerequisite process to ensure the person(s) selected into the program is serious about their career choice.

A little professional advice to any company interested in jumping in and starting their own in-house training program unassisted, "experience truly is the best teacher". The Academy's program success and more importantly the failures have all played key roles in developing a quality program.

For more information contact; theacademyact@bellsouth.net, or call 1-865-856-6444.



The Academy

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