



## AkzoNobel Acoat selected Educational Series

Many of AkzoNobel's Acoat selected educational seminars qualify the participant to apply for I-CAR Gold Class and/or AMI points.



<i>Seminar</i>	<b>AMI Points</b>	<b>I-CAR Points</b>
<b>Collision Administrative Process</b>	<b>32</b>	<b>2.5</b>
<b>Business-to-Business Marketing II</b>	-	<b>1.75</b>
<b>Reducing Cycle Time</b>	<b>12</b>	<b>1</b>
<b>Estimating Consistency II</b>	-	<b>1.75</b>
<b>Increasing Closing Ratios</b>	<b>8</b>	<b>1.25</b>
<b>Maximizing CSI</b>	<b>8</b>	<b>1</b>
<b>Paint Material Management</b>	<b>8</b>	<b>1</b>
<b>Parts Management</b>	<b>4</b>	-
<b>Financial Analysis Overview</b>	<b>8</b>	-
<b>The Customer Service Representative</b>	<b>16</b>	-
<b>Activity Management – Time for a Change</b>	<b>8</b>	-
<b>Performance Management – Coaching for Success</b>	<b>8</b>	-
<b>Rapid Repair – Implementation</b>	-	-
<b>Rapid Repair – Marketing, Selling &amp; Estimating</b>	-	-
<b>Selling Customer Pay</b>	-	-

### *Process Centered Environments Series*

<b>1) A Tourists Guide – Introduction to PCE</b>	-	-
<b>2) Tips for First Time Travelers – Preparing for a PCE</b>	-	-
<b>3) Avoid Excess Baggage – Implementing 5S</b>	-	-
<b>4) Upgrade to First Class – Principles of Continuous Improvement</b>	-	-