

PRESS RELEASE

R-M Automotive Refinish – September 2014

SCOPE: A new module in R-M's "Programmes For Success" offer

The aim of PFS is to provide customised solutions for bodyshops, to help them optimise both their productivity and profitability. Following TopScan (quick diagnostic) and Design (bodyshop design), R-M is taking another step forward by offering to support its customers along a process of continuous improvement, by implementing a thorough approach that can be customised where required.

"With SCOPE, we help our customers to optimise every last detail of their workspace and organisation, introducing methods and tools so that this improvement is a lasting one," stressed Micaël Meillerais, Head of SCOPE development within the Consultants Services team at R-M.

SCOPE is inspired by the well-known Japanese Kaizen continuous improvement approach which has been widely adopted by manufacturers the world over, including R-M. There are several tools to this, one of which is 5S — *Sort, Scrub, Set in Order, Standardise, Strict Discipline*.

SCOPE - a process of continuous improvement, in stages, for sustainable optimisation.

A SCOPE project involves three stages:

- Preparation: the bodyshop manager, assisted by the R-M consultant, defines the areas of interest and sets the wished-for objectives, as well as the standard required. A detailed analysis of the areas to improve and a list of the actions to be completed are then drawn up. A precise storage location is set for every mobile piece of equipment and tooling. The objective is to achieve the optimal spatial ergonomics so that regularly used pieces can be reached in a few seconds.
- The task of optimisation then takes place over the course of a day and necessitates a production shutdown: sorting, removing everything that has no use, cleaning, stripping down and storing every piece of equipment in its allocated location. At the end of the day, every piece is now placed in its optimum location. Work areas, passageways and storage locations are improved and tracked. To build on the work achieved, they go on to install visual references: signage, floor markings, labelling, colour coding, images and pictograms, dabs-boards etc.
- Follow-up: a few weeks later, the R-M consultant returns to the bodyshop to help the team analyse the results achieved and, where necessary, bring about any changes. At the close of this stage, the bodyshop can independently pursue this process of continuous improvement and expand it to other areas.



Perfection made simple



Immediate benefits

The pilot projects conducted in some 20 bodyshops in France and Belgium have revealed the benefits of this approach:

- A 5-10% gain in productivity depending on the work stations (reduction in movements and time spent searching for tools and consumables)
- More room in the bodyshop, improving comfort, circulation, safety and quality of the work
- Easier stock and equipment control
- Professional company image

A process that unifies and motivates

"Furthermore, SCOPE is also a genuine collective project, a unifying process that favours a very healthy work dynamic and contributes to more motivated teams who are happy to work more efficiently in a more ergonomic environment, one which they themselves helped create," said Micaël Meillerais. In fact, the teams are involved in this continuous improvement process. They are consulted concerning the details of the optimisation. Rules are decided jointly and everyone has to abide by them. R-M's consultants - who are specially trained and understand the bodyshop repair process perfectly - come in to provide support and offer solutions. They assist the bodyshop professionals in: identifying the areas to analyse and improve; adopting well-thought out organisation of the mobile equipment and smart storage of tools and consumables. They bring along clear and simple procedures, tools and methodology to encourage discipline and precision in day-to-day working. However, the manager and the team are in control of the project. In some cases, a SCOPE project can run over a few weeks or a few months, depending on the schedule and scope of the targeted improvements.

A thoroughly professional approach, evidence of R-M's commitment

The SCOPE module is the result of development led by R-M, it is already available in Belgium and France. Most of other European countries have committed to this process and will offer the service according to the timetable they shall set themselves. "Carried out in a very professional way, this new PFS service once again illustrates R-M's involvement alongside its customers," concluded Micaël Meillerais.

R-M Automotive Refinish Paints: an important part of BASF Coatings

Under the R-M brand, BASF markets a comprehensive range of automotive refinishing paint systems, focusing on eco-efficient waterborne basecoats and high-solids paints. By using these systems all legal solvent-reduction requirements can be complied with anywhere in the world, and with regard to appearance and resistance, the products meet the same quality standards as solvent-borne paints. In this area, the company offers a wide variety of services to support its customers. R-M Automotive Refinish Paints is approved by most of the leading car manufacturers for aftermarket repair and chosen by the world's most prestigious car companies for its color expertise.



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For all further information, please contact:

R-M Automotive Paints - Clermont de l'Oise (France)
Contact : Gesine Arend-Heidbrinck

Phone + 33 (0)3 44 77 73 70

E-mail : gesine.arend-heidbrinck@basf.com



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