

# Akzo Nobel's Technical Training



**Personalized Training**

Over 30 years ago, Sikkens became the first manufacturer to offer training courses for its customers. Even at this early stage it was evident that training sessions enabled customers to get the maximum profit out of Sikkens products.



**International Training Center  
Sassenheim, The Netherlands**

And now, 30 years later this has not changed.

***In fact, through these years the necessity to attend training courses has become greater.***



**Classroom environment**



**Technicians from Russia  
in the International CRIC**

Sikkens training courses utilize the appropriate balance of theory and hands-on exercises, to prepare paint technicians for the ever changing challenges that they face in the car refinish industry. Ultimately, people make the difference; therefore, the technicians working in your bodyshop are the determining factor in your profitability.



In booth instruction during a class held at the Ft. Worth, TX Training Center.

And the final day class picture.



## Training can:

- 📖 Help painters learn new skills that may be needed to meet new expectations.
- 📖 Show management's commitment & loyalty to employees.
- 📖 Increase painter efficiency & productivity.



# Akzo Nobel's Technical Courses



- ◆ **Product Training**
- ◆ Advanced Product Training
- ◆ Color Tinting
- ◆ GM OE Product Certification

## Why should a refinish technician attend **Product Training**?

### Features

Certification course.

Appropriate mix of theory and hands-on exercises.

Systems approach utilized

Length 3 days

Broad scope of products and procedures covered

### Benefits

Graduating students meet painter certification for Product Assurance Plan. **Student qualifies for (4.5) I-CAR Gold Class Points.**

Improved application and problem solving skills.  
Increased productivity.  
Reduces the number of re-do's.  
Enhances customer satisfaction.

Gives painter the knowledge to create technically correct systems.

Ensure higher skill level and retention by allowing sufficient time for students to absorb knowledge, demonstrate competence in their application skills.

Subjects covered are fundamental to common work load encountered in every shop.

### Ask Yourself.....

Who is your newest or least experienced painter and what is their experience with Sikkens products?

What is the most recent training your painters have received?

What are the most common paint related problems that your painters encounter?

# Akzo Nobel's Technical Courses



- ◆ Product Training
- ◆ **Advanced Product Training**
- ◆ Color Tinting
- ◆ GM OE Product Certification

## *Why should a refinish technician attend **Advanced Product Training**?*

### Features

Exposure to intricate basecoat/clearcoat finishes.

Appropriate use of theory and hands-on exercises.

Systems approach utilized.

Length 3 days

### Benefits

Will build skills for application and spot repair of 3-Step Pearl and 3-Step Metallic basecoat/clearcoat systems. **Student qualifies for (6) I-CAR Gold Class Points.**

Improved application and problem solving skills.  
Increased productivity.  
Reduces number of re-do's.  
Enhances customer satisfaction.

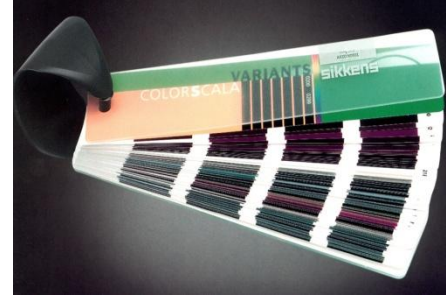
Gives the painter the knowledge to create technically correct systems

Ensure higher skill level and retention by allowing sufficient time for students to absorb knowledge, demonstrate competence and practice skills learned.

### *Ask Yourself.....*

What are some of the more challenging jobs your painters have recently handled?  
How often do your painters accelerate their systems and what issues do they encounter?  
How successful are your painters with more demanding jobs, such as 3-stage systems?

# Akzo Nobel's Technical Courses



- ◆ Product Training
- ◆ Advanced Product Training
- ◆ **Color Tinting**
- ◆ GM OE Product Certification

This course meets the color assessment portion of the certification requirements set forth in the General Motors Paint Certification Course #22041.00

## *Why should a refinish technician attend **Color Tinting**?*

### Features

Appropriate mix of theory and hands-on exercises.

Length 3 days

Two-directional color theory approach vs. Mansel.

Individual tone characteristics are taught.

Unique training materials.

### Benefits

Improved application and problem solving skills.

Increased productivity.

Reduces number of re-do's.

**Student qualifies for (5) I-CAR Gold Class Points.**

Ensures higher skill level and retention by allowing sufficient time for students to absorb knowledge, demonstrate competence and practice skills learned.

Easier to comprehend and apply to real life tinting situations.

Better color match / higher customer satisfaction.

Allows quicker color interpretation and increased efficiency on the job.

Excellent tools for on the job use.



### *Ask Yourself.....*

What percent of your re-do's and come backs are due to color match?

Generally, what is your level of satisfaction with repairs involving metallic paints?

How much material and time do you feel is wasted trying to overcome color match problems?



# Akzo Nobel's Technical Courses



- ◆ Product Training
- ◆ Advanced Product Training
- ◆ Color Tinting
- ◆ **GM OE Product Certification**

This course meets the product assessment portion of the certification requirements set forth in the General Motors Paint Certification Course #22041.00

GM OE Paint Certification is a two-part training program required by General Motors for GM dealership paint technicians and paint technicians working at independent body shops performing GM warranty repairs. A painter can become certified by one of two ways. By taking and passing the on-line tests (basic assessment, and Product / Color assessment). Or take the training classes to fulfill the requirements. If training classes are taken (or required if the on-line tests were failed), it is a two part process. One part covers Color Tinting (which is fulfilled by taking the Color Tinting course) and one part covers products (GM OE Product Certification). The technician will be required to demonstrate his/her product knowledge and ability to perform repairs in order to receive product certification.

### GM OE Product Certification

This course meets the product assessment requirements for GM OE certification. This two-day course will provide information and training on proper mixing of products and procedures for application of Sikkens products approved for OEM warranty repairs. The technician will be required to demonstrate his/her product knowledge and ability to perform the required repairs in order to receive product certification. **Student qualifies for (2.75) I-CAR Gold Class Points.**

For more information visit [www.gmstc.com](http://www.gmstc.com) or contact your Akzo Nobel representative

# Akzo Nobel's Technical Training Centers



All Akzo Nobel technical training courses are taught in state-of-the-art training facilities located in seven (7) strategic areas of North America. These facilities are designed to enhance learning while replicating shop conditions.

Adults learn via the six senses. When a painter experiences the correct motion required to spray a car, he remembers how it feels, sounds and looks so he can duplicate it back in his spraybooth. We also deliberately limit the number of participants per training course (6-8). This allows us to give you personal guidance and attention when answering your questions and provides you with more application practice during the hands-on sessions. This is accomplished by spraying complete bodysHELLS versus just panels. The appropriate balance of hands-on practice and theory can be found in all of Akzo Nobel's technical training classes.

All of Akzo Nobel's certified instructors have had extensive body shop experience, as well as rigorous training in adult learning techniques, which makes for an enjoyable and valuable experience for students.

To learn more about how Akzo Nobel's technical training can improve your profitability, contact one of our training centers.

## Technical Training Centers

<b>Atlanta</b> (770) 279-9893	<b>Chicago</b>
<b>Philadelphia</b> (610) 644-7300	<b>Montreal</b> (514) 333-3155
<b>Ft. Worth</b> (817) 232-9745	<b>Toronto</b> (416) 674-6633
<b>Los Angeles</b> (714) 283-7560	<b>Vancouver</b> (604) 940-9530

To find out more visit us at [www.akzonobelcarrefinishes.net](http://www.akzonobelcarrefinishes.net)