

2008 WACTAL Conference Program Descriptions

“Estimating Best Practices” by Mike Anderson

Friday morning - 8:00 am

This Mike Anderson seminar is certified by the Automotive Management Institute (AMI). Attendees will learn Wagonwork Collision Centers PROVEN systematic approach on how to discover and ensure that they capture all the “NOT INCLUDED” items. In addition, you will gain a better understanding of what KPI’s (key performance indicators) you should be monitoring when auditing the quality of your own estimates. Other topics addressed are how to utilize systems to increase the Frame/Unibody repair times, understand how to avoid last minute parts delays, how to utilize the rekeying options available for data entry with all the Information Provider’s estimating systems and much more. The average shop attending this seminar has seen their repair orders increase an average of \$300 - \$400 per Repair Order! This seminar also touches on how to build employee morale and improve your employee culture.

Mike Anderson is the owner of Wagonwork Collision Centers, two highly acclaimed shops located in Alexandria, Virginia. Mike serves on the Mitchell and Motor Advisory Boards, and the ASE test review committee. Mike also serves as a facilitator for DuPont’s highly recognized Business Council 20 Groups as well as facilitates the DuPont SMART Damage Analysis Course. Participants in Mike Anderson’s seminars consistently rate them as exceeding their expectations and highly recommend his seminars to others. Speaking with passion as well as first hand experience, Mike will not only teach you to learn cutting edge management techniques, he’s guaranteed to leave you laughing as well with his mix of humor and learning.

“New Metals and Your Ability To Repair” by Dave Gruskos

Friday afternoon - 1:15 pm

Saturday morning - 8:30 am

USIBOR-BTR-Boron, same grade of steel, just different names. Zinc, Bonazine, Granocoating, etc., coatings with which new metals may have been treated. OEM Rivets, OEM glue that is vehicle and panel specific and color coded, glue applicators, copper selenium wire, specific oil and drill bits, some of the tools and materials needed to repair vehicles with these new metals.

David Gruskos, president of Reliable Automotive Equipment, Inc., will cover new metals found in today’s vehicles, the different repair procedures for these very different metals, including “forbidden” repair procedures, and much more. You won’t want to miss this seminar which is offered Friday afternoon and again Saturday morning.

“Hybrid Technology” by William (Bill Wheaton)

Friday afternoon - 1:15 pm

Saturday morning - 8:30 am

This seminar presented by Bill Wheaton reviews the current status of hybrid technology available in the marketplace, focusing on the typical design and control strategies as well as subsystems/components. Bill will cover various hybrid types and their characteristics; hybrid operations; component role and function for electrical propulsion, and hybrid service issues.

Bill Wheaton has been a GM Powertrain instructor since 2000 and is an ASE certified Master Technician Cars & Heavy Duty Trucks.

Hybrid Technology will be offered Friday afternoon and again Saturday morning. The program is sponsored in part by Gandrud Chevrolet, Green Bay, WI

“Understanding Credit Card Processing Costs”

Friday afternoon - 2:30 pm

Learn about the various types of credit cards in circulation, Visa and MasterCard regulations, processing risks, preventing fraud, and much more. Whether or not your business currently accepts credit cards, you won't want to miss this program presented by National Processing Company.

WACTAL Membership Meeting

Friday afternoon - 3:30 pm

This special meeting for WACTAL members only will provide you with an update on WACTAL's legislative efforts, information on EPA's Painting Stripping and Surface Coatings Operations rule, WACTAL future plans and goals, and more.

Friday Awards Banquet & Casino Fun Party

5:30 pm - Social hour

6:30 pm - Dinner

8:00 pm - Casino Fun Party

Join your fellow attendees Friday evening for a fun-filled evening of dinner and *Las Vegas Style Gaming*. Cocktails will be available starting at 5:30 pm followed by dinner at 6:30 pm. After a few brief announcements, attendees will have the opportunity to experience Las Vegas Style gaming. For those who have not experienced a real casino fun party, here is what you can expect. Enjoy the thrills of playing real casino games in a real casino atmosphere and have a chance to win real prizes. All this without any unpleasant side effects, such as losing large sums of money.