

# Dakota County Technical College

## ABCT 2102: Shop Management and Estimating

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course will focus on management duties related to personnel, shop flow and monetary tasks. This course will contain and require handwritten and computer driven estimation procedures and understanding of estimating terminology.

Prerequisite: None.

**B. COURSE EFFECTIVE DATES:** 08/19/2002 - Present

**C. OUTLINE OF MAJOR CONTENT AREAS**

**D. LEARNING OUTCOMES (General)**

1. Identify consumer expectations
2. Describe control board management procedure
3. Describe parts ordering procedure
4. Describe refinish product ordering procedure
5. Describe repair order procedure
6. Describe shop advertising options
7. Describe shop management waste management procedure
8. Describe shop safety programs
9. Identify "do it right the first time" term
10. Identify basic employee benefit costs
11. Identify basic shop equipment needs
12. Identify basic shop start-up costs
13. Identify consumer obligations
14. Describe basic shop floor plan
15. Identify consumer complaint handling process
16. Identify quality control procedures
17. Identify shop telephone usage procedure
18. Identify shop retention procedures
19. Identify shop management termination procedure
20. Identify shop management sales procedure
21. Identify consumer communication procedure
22. Identify shop management hiring procedures
23. Identify technician completion checklist process
24. Identify professionalism procedures
25. Identify material safety data sheets responsibility procedure
26. Identify employee training and certification options
27. Identify employee personal hygiene policy
28. Identify employee liability responsibilities
29. Identify employee dress code
30. Identify employee "right to know" policy
31. Identify shop management sales closing procedure
32. Describe insurance policy coverage
33. Define insurance policy coverage
34. Define insurance claim procedures
35. Interpret vehicle identification numbers
36. Identify initial damage inspection procedures
37. Identify estimating manual terminology
38. Identify estimating manual procedures
39. Utilize estimating manuals
40. Identify estimate form layout
41. Identify estimate form entry procedures
42. Identify prior damage inspection procedures
43. Interpret parts diagrams
44. Interpret parts pricing procedures

45. Interpret part numbering procedures
46. Interpret labor rate variables
47. Define various types of damage
48. Interpret part numbering procedure
49. Identify primary damage
50. Identify secondary damage
51. Identify under carriage damage inspection procedures
52. Identify mechanical damage inspection procedure
53. Identify open items
54. Identify refinishing pricing procedure
55. Identify shop cost process procedures
56. Identify shop material cost process procedures
57. Write damage estimates
58. Identify owner request procedures
59. Identify customer approval procedures
60. Identify computer driven estimates
61. Write computer driven estimates
62. Identify supplement estimate procedures
63. Identify professional estimating procedures

**E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

**F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted