



IMPACT COLLISION SOLUTIONS

Maximizing Value from Your Distributor

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Collision center owners and managers depend on PBE distributors for a wide range of products and services. This principally includes the provision of consumable paint and material products and supplies, tools and shop equipment, as well as technical support related to those products.

This said, many distributors go beyond the basics of delivering products and supporting them when there is a problem.

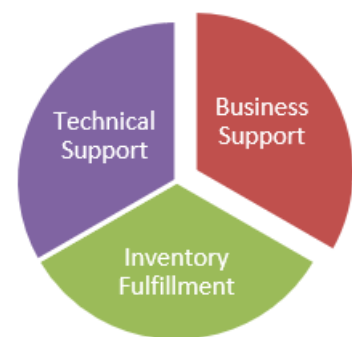
PBE distributors should have three core competencies: Inventory Fulfillment, Technical Support, and Business Support.

Inventory Fulfillment is more than “fast delivery”, it means that you “have what you need when you need it.” This includes a standardized product list that meets the quality and production needs of your organization that is maintained and replenished seamlessly without stock-outs or over-stock.

Technical Support must be PROACTIVE and focused on training and coaching on “best practices” so that productivity is maximized and that your quality standards are maintained. It is far better to prevent problems than to rely on solving them after the fact. This is not limited to product use, but also optimized processes, tool use, and equipment maintenance. Efficient workflow through both the body and paint departments, with fewer interruptions and delays, maximizes the output of the entire facility.

While the above may be considered “table stakes” and a “given” for most distributors; the effectiveness of how it is done is a differentiator between adequate and exceptional distributors. The third element of Business Support is the area where a distributor can truly shine and bring *game-changing value* to a collision center.

Business Support is where a PBE distributor can truly become a “relied upon resource” who can bring long term value to the customer-vendor relationship. This can be wide-ranging and open-ended based on the needs of the collision center to include potential expansion, marketing, staff training, the attraction of



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new employees, KPI's and performance benchmarking, industry "best practices" and access to 3rd party expertise. Each distributor has a varying degree of resources and expertise, but most distributors can point you in the right direction.

This element requires a strong peer to peer relationship between the distributor and decision-makers within the collision repair organization.

Your PBE distributor is arguably the only vendor that you have who can truly understand your needs and provide solutions to the challenges of your business – not just products and product-related support and advice, but production and process expertise, and business counsel as a trusted advisor.

A Tip to Consider

PBE distributors can meet a collision center's needs on all three levels of the organization: On the production floor with optimized paint and material products and hands-on training and support; at the managerial level with guidance on best practices and performance assessment; and at the ownership/general management level with long term vision of the direction of the collision industry, and trusted business advice.

Engage your PBE distributor to discuss how you can maximize the value that you receive from their expertise and resources.



Your PBE Distributor Must Be Your Most Valued Resource