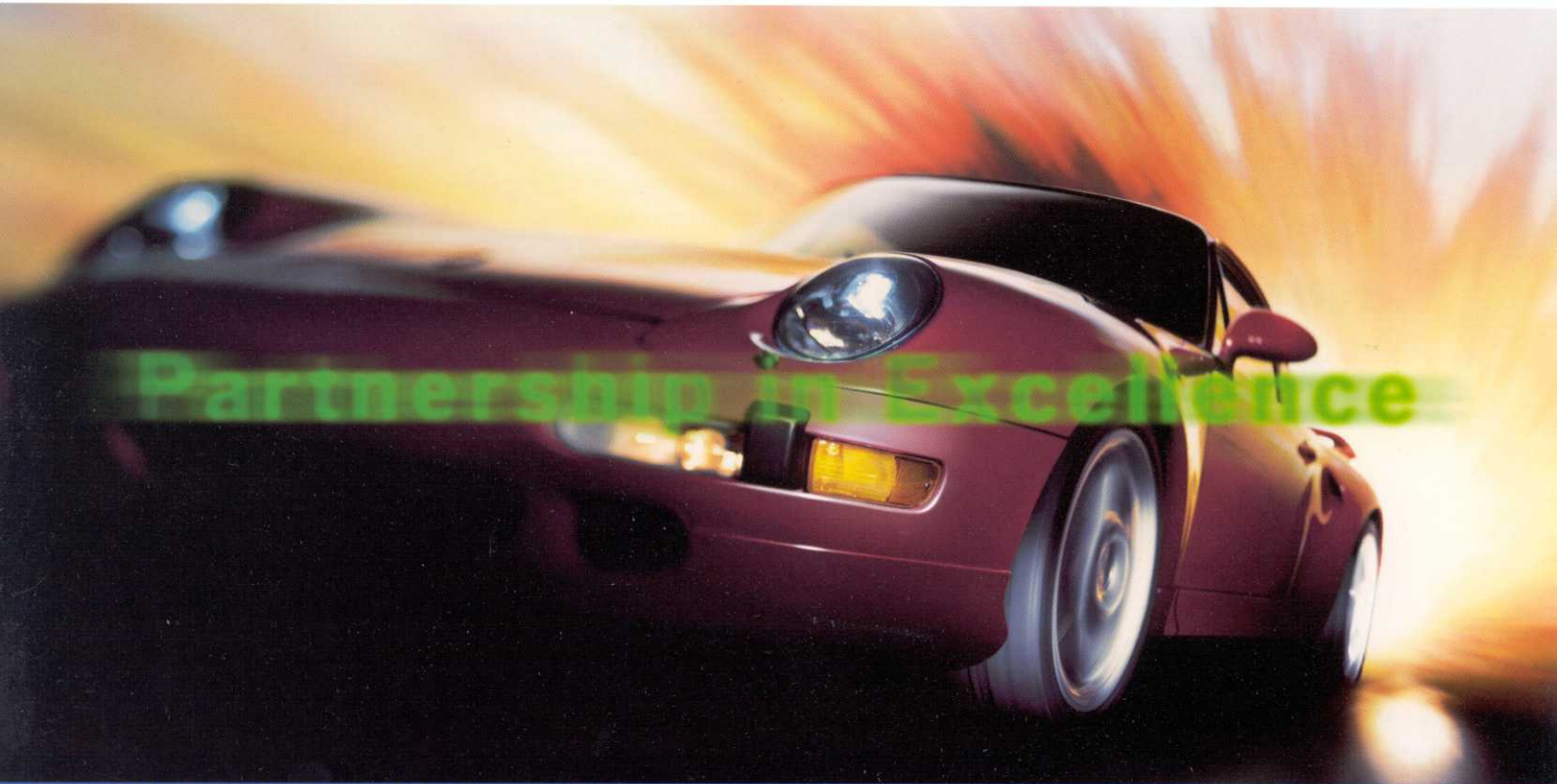


Partnership In Excellence[®]



DRIVING BUSINESS DEVELOPMENT





The Program

Standex's Partnership In Excellence (PIE) program sits at the hub of a network of resources assembled to aid collision repair facilities with business development. PIE links member shops with each other, the Standox support staff, the global resources of DuPont Performance Coatings and a group of selected strategic partners.

Together, this network has the capability to help body shop owners and managers identify and overcome challenges to business growth.

template

membership

training

Template Programs

Program Membership

Training Seminars

Strategic Partners Services

Standex Expertise

conferences

member accrual



Partnership In Excellence



Template Programs

"Out-of-the-box", self-managing template programs are offered for each of the PIE business competency areas.

Among the programs presented:

- Financial benchmarking
- Advertising cut-outs
- Customer Satisfaction indexing (CSI)
- Cycle Time monitoring
- Human Resource solutions
- Business Plan template
- Others



template

training



Training

The collision repair industry has reached a level of sophistication that will leave behind those managers and owners who fail to follow a path including continued education. PIE offers advanced training on a modular basis in each of the five business competency areas:



Current seminars include:

- Developing and maintaining Direct Repair Program (DRW) relationships
- Marketing strategy
- Technical estimating techniques
- Financial management
- Recruiting, hiring and employee review strategies
- Others

conferences



Weekend Conferences

To further the networking concept that is the basis for the program, PIE sponsors two weekend conferences per year. These weekends give program participants the opportunity to interact with peers, Standex senior managers, program strategic partners, and some of the industry's top consultants and educators.

Held at some of the world's premiere resorts, PIE weekend Conferences allow program members to get away from the shop to relax and learn in a stimulating environment.



Member Accrual Program

Standex recognizes the value of customers willing to work to improve their businesses. We also recognize that continuous business improvement may require significant resources.

The Bowtie Bucks program was established to assist PIE program members committed to business development. With each purchase of Standex refinishing materials, Bowtie Bucks will be placed into an accrual account.

The account balance can be applied toward business improvement including:

- PIE program event participation
- Consulting services
- Business or measurement programs, like CSI or financial benchmarking
- Equipment
- Other business-related expenses

member accrual

Bowtie Bucks

membership



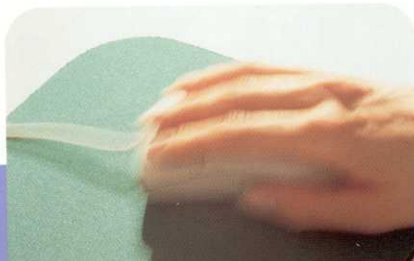
Membership Requirements

The Partnership In Excellence program is available exclusively to Standex-user collision repair facilities.

Program applicants must pass a shop inspection and business evaluation conducted by a PIE field consultant. A business e-Mail account is required, and the program has an initial membership fee and annual dues.

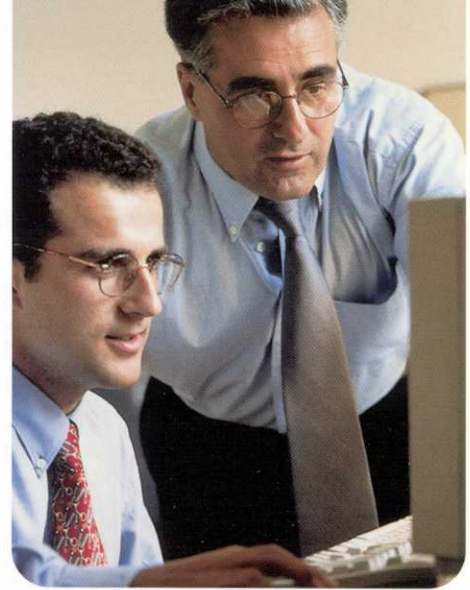
For further information contact Standex at 800-551-9296 extension 3412, or PIE@standoxna.com

Visit the PIE program web site at: www.standexna.com/partnership.html



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Partnership In Excellence



The First Step

The first step of your involvement in the PIE program is the body shop evaluation. This is a consultation session during which the current state of operations in your business will be examined.

Following the business review, you and the PIE consultant will determine your path forward in the program.



How It Works

The PIE program is focused on business development. Five areas of competency critical to successful body shop operations have been identified:

- Marketing
- Finance
- Human Resources
- Productivity
- Strategy.

Like college courses, PIE training grows successively more in-depth as the member progresses through the "curriculum track". By offering support in a menu format, PIE gives the proactive shop the flexibility to focus training where it is needed and at a level appropriate to the current skills of its management staff.

Program members can select from a menu of training and support options in these business disciplines.





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