

Preliminary*

ASRW 2010 SCHEDULE AT A GLANCE**subject to change*

Day/Date/Time	Track	Code	Title	Speaker
Sunday, Oct. 10 8:00 a.m. - 12:00 p.m. (I-CAR Education)	Add-On Education	IC01	Overview of Cycle Time Improvements for the Collision Repair Process (CYC01)	I-CAR Instructor
	Add-On Education	IC02	Advanced Material Damage Analysis (DAM08)	I-CAR Instructor
	Add-On Education	IC03	Collision Repair for Toyota, Lexus, and Scion Vehicles (TOY01)	I-CAR Instructor
Sunday, Oct. 10 8:30 a.m. - 10:00 a.m. (90-minute sessions)	NACE Management	SU01N	The Legal Responsibilities of the Shop for the Customer	Andy Rodenhouse
	NACE Management	SU02N	Leading Change...	Amjad Farah
	NACE Technical	SU03N	Turn Off Those Malfunction Indicator Lights	Donny Seyfer
Sunday, Oct. 10 8:30 a.m. - 11:30 a.m. (3-hour sessions)	NACE Management	SU04N	Controlling Costs on Paint, Material and Overhead	Tony Passwater
	NACE Management	SU05N	SEO and Internet Marketing for Body Shops	Angie Kilbourne
	CARS Management	SU06C	Profit Structuring	Maylan Newton
	CARS Technical	SU07C	Monitors and Drive Cycles	Rick Escalambre
	CARS Technical	SU08C	Hydrogen Fuel Cell Technology	TBD
Sunday, Oct. 10 10:30 a.m. - 12:00 p.m. (90-minute sessions)	NACE/CARS Management	SU09NC	It's OK to Brag	Tony Molla
	NACE Management	SU10N	Understanding Continuous Improvement	Mike Anderson
	NACE Management	SU11N	Proof Positive - Photo and Video Technology	Gerald Poirier
Sunday, Oct. 10 10:30 a.m. - 12:00 p.m.	Add-On Education	PC01	Insurance and Collision Repair: Issues 2011	Robert Passmore
Sunday, Oct. 10 1:00 p.m. - 5:00 p.m. (I-CAR Education)	Add-On Education	IC04	Collision Repair for Honda and Acura Vehicles (HON01)	I-CAR Instructor
	Add-On Education	IC05	Recycled Parts for Collision Repair (RCY01)	I-CAR Instructor
	Add-On Education	IC06	Post-Repair Inspections for Quality Control (QUA01)	I-CAR Instructor
Sunday, Oct. 10 1:30 p.m. - 3:00 p.m. (90-minute sessions)	NACE/CARS Management	SU12NC	What Women Want!	Jody DeVere
	NACE Management	SU13N	Negotiation Skills to Improve Your Position	Hank Nunn
	NACE Technical	SU14N	Compressed Air Requirements for Waterborne	TBD
	CARS Management	SU15C	Sell the Sizzle - What Makes Your Company Stand Out?	Jeremiah Wilson
Sunday, Oct. 10 1:30 p.m. - 4:30 p.m. (3-hour sessions)	NACE Management	SU16N	Advanced Production Management	Bernie Blickenstaff
	NACE/CARS Management	SU17NC	Employee Compensation and Incentive Plans That Work	Bob Cooper
	NACE/CARS Management	SU18NC	Business Valuation and Exit Planning Process	Allen Oppenheimer
	CARS Management	SU19C	Plug Into the Internet for Car Count!	Danny Sanchez
	CARS Management	SU20C	Realize the Profits of Service Information Utilization	Donny Seyfer
	CARS Technical	SU21C	Toyota EVAP Systems	Rick Escalambre
	CARS Technical	SU22C	Vehicle Security Systems	George Lesniak
Sunday, Oct. 10 3:30 p.m. - 5:00 p.m. (90-minute sessions)	NACE Management	SU23N	What is Painter Certification?	Andy Rodenhouse
	NACE Management	SU24N	Improving Bottom Line Results Through Safety and Loss Prevention	Rick Pokorny
	Women's Professional Development	SU25NC	When Being a Woman is an Advantage	TBD
	NACE Management	SU26N	Standard Operating Procedures for Quality Control	Shawn Collins
	NACE Management	SU27N	Deploy Mobile Computing Devices to Enhance Collision Repair Efficiency	Jason Smith
Monday, Oct. 11 3:00 p.m. - 6:00 p.m. (3-hour sessions)	NACE Management	MO01N	Measuring and Improving Performance	Bernie Blickenstaff
	NACE/CARS Management	MO02NC	When You Care They Know	Richard Flint
	NACE/CARS Management	MO03NC	Advanced Lawsuit Protection, Tax Reduction and Estate Planning Strategies	G. Kent Mangelson
	NACE/CARS Technical	MO04NC	Body Control System Diagnostics	TBD
	CARS Technical	MO05C	Green Bullets - Hybrid Vehicle Service	John Forro
	CARS Technical	MO06C	Electronic Transmission Diagnostic Strategies	Chris Chesney
Monday, Oct. 11 4:00 p.m. - 5:30 p.m. (90-minute sessions)	Women's Professional Development	MO07N	Walk the Walk, Talk the Talk: Best Kept Secrets for Success in the Collision Industry	TBD
	NACE Management	MO08N	Introduction to Lean	Chris Ortiz
	NACE Management	MO09N	Negotiating With Insurers in DRP or Non-DRP Environments	Roger Wright, Gerald Poirier
	NACE Management	MO10N	Aftermarket Parts Distribution: The Challenge of Getting a Quality Part	Bob Anderson
	CARS Management	MO11C	Customer Relationship Management with Integrated Marketing Strategies	Frank Joel
Tuesday, Oct. 12 7:30 a.m. - 10:30 a.m. (3-hour sessions)	NACE/CARS Management	TU01NC	Leadership/Communication Skills	Bob Cooper
	NACE Management	TU02N	The Visual Body Shop	Chris Ortiz
	NACE Management	TU03N	The Mechanics of Estimating	Mike Anderson
	NACE/CARS Technical	TU04NC	Emerging A/C Technology and Service	TBD
	CARS Technical	TU05C	Green Bullets - Hybrid Vehicle Service	John Forro
Tuesday, Oct. 12 8:30 a.m. - 10:00 a.m. (90-minute sessions)	NACE Management	TU06N	Paint Department Productivity	Bernie Blickenstaff
	NACE Technical	TU07N	Vehicle Technology Influences on the Collision Repair Process	Jason Bartanen, Bob Keith
	NACE/CARS Management	TU08NC	What Women Want!	Jody DeVere
	NACE Technical	TU09N	Mechanical Damage Analysis	Ken Kempfer
	Women's Professional Development	TU10NC	2010 Year of the Woman Panel Discussion	TBD
	CARS Management	TU11C	Turning Problems into Opportunities	Jeremiah Wilson
	CARS Management	TU12C	Customer Relationship Management with Integrated Marketing Strategies	Frank Joel
Tuesday, Oct. 12 1:00 p.m. - 2:00 p.m.	Add-On Education	ASE01N	ASE Collision Test Prep Course	Teresa Bolton
Tuesday, Oct. 12 2:30 p.m. - 3:30 p.m.	Add-On Education	ASE02C	ASE Mechanical Test Prep Course	Tony Molla
Tuesday, Oct. 12 3:00 p.m. - 6:00 p.m. (3-hour sessions)	NACE/CARS Management	TU14NC	Recruiting and Retaining Quality People	Richard Flint
	NACE Management	TU15N	Back to Basics - Sales and Marketing	Hank Nunn
	CARS Management	TU16C	Successful Service Center Owners Discuss Overcoming the Challenges of 2010	Charlie Elder
	CARS Technical	TU17C	Module Flashing	Dave Hobbs
	CARS Technical	TU18C	Tire Pressure Monitoring Systems	George Lesniak

Tuesday, Oct. 12 4:00 p.m. - 5:30 p.m. (90-minute sessions)	Women's Professional Development	TU19NC	Successful Networking Strategies	TBD
	NACE Management	TU20N	Dispelling the Myths of Waterborne	Tony Passwater
	NACE Management	TU21N	Business Planning with Sound Market Analysis	Amjad Farah
	NACE Technical	TU22N	Reducing Structural Repair Bottlenecks	Tim Morgan
	CARS Management	TU23C	Join the Social Media Conversation!	Danny Sanchez
	NACE Management	TU24N	Auto Glass as a Profit Center	TBD
Wednesday, Oct. 13 7:30 a.m. - 10:30 a.m. (3-hour sessions)	NACE Management	WE01N	Human Side of Lean Management	Kathi Hanley
	NACE Management	WE02N	Upsell, Outsell and Close!	Mike Anderson
	CARS Management	WE03C	Turn Shoppers into Sales	Maylan Newton
	CARS Management	WE04C	Reflecting on Your Image	Aaron Clements
	CARS Technical	WE05C	F.R.E.D. Takes the Bus	Dave Hobbs
	CARS Technical	WE06C	Mode \$06 Diagnostics	John Forro
Wednesday, Oct. 13 8:00 a.m. - 9:30 a.m. (90-minute sessions)	Women's Professional Development	WE07NC	Developing My Personal Brand	TBD
	NACE Management	WE08N	Selling Your Business	Hank Nunn
	NACE Management	WE09N	Key Account Management	Amjad Farah
	NACE Technical	WE10N	Electrical Troubleshooting After the Collision Repair	Ken Kempfer
		NACE Management	WE11N	Auto Glass Replacement & Repair Opportunities for Your Shop
Wednesday, Oct. 13 8:00 a.m. - 12:00 p.m. (I-CAR Education)	Add-On Education	IC07	Collision Repair for Honda and Acura Vehicles (HON01)	I-CAR Instructor
	Add-On Education	IC08	Post-Repair Inspections for Quality Control (QUA01)	I-CAR Instructor
	Add-On Education	IC09	Recycled Parts for Collision Repair (RCY01)	I-CAR Instructor

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