

Friday,
November 6

Session / Show Indicators

- N** = sessions designed specifically for NACE attendees
- C** = sessions designed specifically for CARS attendees
- A** = sessions suitable for all attendees -- NACE or CARS

Track Indicators

- AG** auto glass
- J** jobber
- E** estimating
- L** lean
- HD** heavy duty truck
- M** management
- T** technical (mechanical)
- TR** training skills development
- VR** vehicle repair (collision)
- W** women's professional development

Additional Color Code

- NACE Sessions
- CARS Sessions
- Sessions suitable for ALL

Time	Length	Auto Glass	Estimating	Heavy Duty Truck	Jobber	Lean	Vehicle Repair (Collision Repair)	Management	Women's Professional Dev.	Training Skills Development	Technical (Mechanical Repair)
7:30 a.m. - 10:30 a.m.	3 hours							FR01C Successful Service Center Ownership Panel - What Are Owners Doing Differently Today That They Weren't Doing 18 Months Ago?			FR02C Turbo Tips for the Ford PowerStroke 6.4 Diesel - Part 1
											FR03A AC Repair & Service
Time	Length	Auto Glass	Estimating	Heavy Duty Truck	Jobber	Lean	Vehicle Repair (Collision Repair)	Management	Women's Professional Dev.	Training Skills Development	Technical (Mechanical Repair)
8:30 a.m. - 10:00 a.m.	90 minutes	FR05A AGRSS Validation Program	FR06N Salesmanship Skills for the Estimator			FR07N Waste Walk - Identifying Waste in a Collision Repair Operation	FR08N Repair Considerations for New & Emerging Technologies	FR09A Employee Relations / Team Building		FR12A Team-Based Learning - Part 2	
								FR10A Succession Planning - Developing a Successful Exit Strategy			
									FR11C Internet Marketing for the Service Center		
Time	Length	Auto Glass	Estimating	Heavy Duty Truck	Jobber	Lean	Vehicle Repair (Collision Repair)	Management	Women's Professional Dev.	Training Skills Development	Technical (Mechanical Repair)
3:00 p.m. - 6:00 p.m.	3 hours							FR13C Time Management Skills for Service Technicians			FR14C In-Cylinder Pressure Transducer Diagnostics
											FR15C Ford PowerStroke 6.4 Diesel - Part 2
Time	Length	Auto Glass	Estimating	Heavy Duty Truck	Jobber	Lean	Vehicle Repair (Collision Repair)	Management	Women's Professional Dev.	Training Skills Development	Technical (Mechanical Repair)
4:00 p.m. - 5:30 p.m.	90 minutes	FR17A Insurance Company & Network Steering		FR18N Heavy Duty Truck Title #1	FR19N Why Your Customer Shops Need to Implement Lean-Six Sigma Processes, and How You Can Help Them	FR20N Lean in Parts Procurement	FR21N Resistance Spot Welding	FR22C Realize the Profits of Selling More Big Ticket Items in Your Service Center	FR25A Leading & Succeeding: Cultivating Leadership Skills that Benefit You and Your Organization	FR26A PowerPoint Tricks & Tips for Instructors	
								FR23A How to Make "Green" Profitable for Your Shop			
									FR24N Realize Higher Sales by Coaching Your Managers & Estimators to Become Sales Managers		