

Fix Auto Quartz Hill Thrives with AkzoNobel Products

AkzoNobel

by Autobody News Staff

Fix Auto Quartz Hill in Quartz Hill, CA, stands out for its success and innovation. Out of 200 Fix Auto shops, Quartz Hill ranked No. 1 in the first quarter of 2024. This recognition surprised the shop because it was an inaugural award that had never been given before. The shop — founded by **Mike Neis** — is one of four owned by the Neis Group. It has evolved from humble beginnings into a leading player in the industry, largely thanks to its use of AkzoNobel products and services.

Neis purchased the Quartz Hill shop from a previous owner who had been in business for over 20 years. When he took over, the shop was far from a thriving enterprise. With just six employees, including **Matteo Perrett**, who started as the first writer, estimator and manager, the shop made less than \$40,000 monthly on an average of about 12-15 cars.

"We didn't have much at all," recalled Perrett. "But we had a vision and a determination to grow."

Perrett's entry into the collision repair industry was serendipitous. Having just graduated from Cal State Northridge with a background in kinesiology and doing graphic design work, he had no clear career path. A chance encounter with his best man from his wedding, who worked at another body shop owned by the Neis family, led to a meeting with Neis. "It was not planned at all," Perrett explained. "Mike saw potential in me despite my lack of experience. He believed I could figure out the technical stuff later."

Under the leadership of Neis and Perrett, the Quartz Hill location has seen remarkable growth. From a small operation, the shop now repairs 60-70 cars per month. This growth is awe-inspiring given the competitive local market, which features about 10 big body shops and numerous mom-and-pop operations.

"We are competitive and want to be ahead of the shops in the area," said Perrett. "By noticing the ebbs and flows of business, we stay on top of our game."



With a "vision and determination to grow," Fix Auto Quartz Hill in California has experienced dramatic growth and success, thanks partly to its use of AkzoNobel's Carbeat. This production system has revolutionized the shop's workflow.

Its partnership with AkzoNobel is a significant factor in the shop's success. As a Sikkens user, Fix Auto Quartz Hill has benefited immensely from AkzoNobel's Acoat Selected business services team and tools. One standout technology is Carbeat, a production system developed by AkzoNobel that has revolutionized the shop's workflow.

Jeff Baker, senior services consultant from AkzoNobel, has been instrumental in helping Perrett and his team implement and optimize the Carbeat system. "We've developed a playbook with Jeff's help to repair cars in a timely fashion and maintain high quality," Perrett explained. "Carbeat allows us to use our space and time efficiently, improving quality and customer satisfaction."

Carbeat is a web-based platform with a big touchscreen TV displaying the real-time production schedule. Technicians can seamlessly move tasks from the body side to the paint department, and everyone in the shop, including the mechanics, can see the status of each job. "It's hard to imagine keeping up with the amount of work without Carbeat," Perrett said. "The board acts as the production manager, keeping everyone informed and on track."

Described as a "workflow dashboard," it has streamlined operations, led to impressive performance metrics, and resulted in the shop's recognition as tops in Q1. "Our success is a testament

to the assistance and training we received from AkzoNobel," said Perrett. "Their support has set us apart from other shops."

The benefits of using AkzoNobel products go beyond just technology. "Their paint and materials are top-notch," Perrett said. "The paint systems are incredibly useful, and the training and support we receive are invaluable."

The positive feedback from the staff speaks volumes about the impact of Carbeat. Technicians appreciate the clear visibility and prioritization of tasks, while estimators and office staff find it easier to manage their workflow. "Everyone would recommend our shop 100%," Perrett said. "We communicate effectively with each other and our customers, reflected in our high Net Promoter Score."

The support from AkzoNobel is strong. "Whenever we want to improve something, we can call them, and they come immediately to help," Perrett said. "They provide documentation, assist with insurance claims, and are always responsive. Jeff Baker, our services consultant, goes out of his way to ensure we succeed."

The Quartz Hill location of Fix Auto has transformed from a modest shop into a top performer in the collision repair industry. Thanks to AkzoNobel's innovative products and dedicated support, it has increased productivity, enhanced customer satisfaction, and achieved remarkable success.

Fix Auto Quartz Hill

Quartz Hill, CA

661-488-7879

FixAutousa.com/quartz-hill

Company At A Glance...

Type: Collision Repair

Facility Employees: 10

In Business Since: 2019

Number of Locations: Four

Production Space:

5,500 square feet (Quartz Hill)



Painter Nery Lopez Barrios shoots clear coat on the hood of a 2020 Dodge Challenger.



Mateo Perrett, general manager of the Neis Group's Quartz Hill and Palmdale, CA, locations, leads the morning Carbeat pitch meeting with technicians. Perrett said AkzoNobel's Carbeat productivity board has been a game changer in building communication and efficiency, and streamlined operations to be more cohesive.

AkzoNobel Coatings

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