***Action Plan***

*Title:* **Estimator Training**

*Result:***To train new estimator to perform estimates to KMS standards**

*Materials Needed:***Training Manual, Access to Staff Website, Estimate Documents, Report Form**

*Position with Overall Accountability:***Endorsed KMS Estimator/Sales Manager**

*Reporting Positions:***Operations Manager**

*Staff Positions:***New Estimator**

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| **#** | **Benchmark** | **Accountability** | **Time Required** |
| **1** | **Read Estimator Training Manual** | **Trainee** | **40min** |
| **2** | **Complete study and testing portion of manual** | **Trainee** | **10hrs** |
| **3** | **Join endorsed estimator and do 1 practice estimate** | **Trainee,****Exp. Estimator** | **3hrs** |
| **4** | **Shadow on 15 estimates, Shadowing must be a minimum of 5 local, 5 intrastate, and 5 interstate estimates** | **Trainee,****Exp. Estimator** | **Approx. 3 days** |
| **5** | **Complete estimate documents while returning to office or immediately after returning** | **Trainee,****Exp. Estimator** | **20min** |
| **6** | **Have endorsed estimator sign report sheet for each required shadowing** | **Trainee,****Exp. Estimator** | **5min** |
| **7** | **Do after estimate in office consultation** | **Trainee,****Exp. Estimator****Sales Manager** | **15min** |
| **8** | **Complete 3 solo estimates with phone support** | **Trainee,****Exp. Estimator** | **6hrs** |
| **9** | **Complete 3 solo estimates with NO phone support** | **Trainee** | **6hrs** |
| **10** | **Complete report and submit to Sales Manager** | **Trainee** | **5min** |
| **11** | **Update personal skills file within 48 hrs** | **Operations****Manager** | **10 min** |

**Standards**

**1. Training process must be completed in – amount of time**

**2. New Estimator must have -- % accuracy by – solo estimate**

**3. Passing of skill level will be updated in Personal Skills File by operation**

 **manager within 48 hrs.**