



Left: Glen Chesser (far right) with his team of talented tradesman, below: compact shop is busy but uses space intelligently; bottom: A professional looking shop, smart livery and good signage.



GRAHAM BODYWORKS

The team at Graham bodyworks is shaping up to be a force to be reckoned with on the Melbourne repair scene.

OWNER GLENN CHESSER ran his father's bodyshop but struck out on his own four years ago. The business he bought in Greensborough had been established for over 50 years. It's a compact space but Chesser has utilised it to the full. The 10 tradesmen on the floor crack through around 30 cars a week. Chesser has invested in good equipment and good workshop planning, running DNS.

The last four years has been a 'cutting teeth' exercise. Now that Chesser has bought some land next door he plans to redevelop the shop into a larger enterprise taking advantage of the excellent shop design consultancy which he can access through the Sikkens Acoat program, and run on the PCE (process centred environment) philosophy.

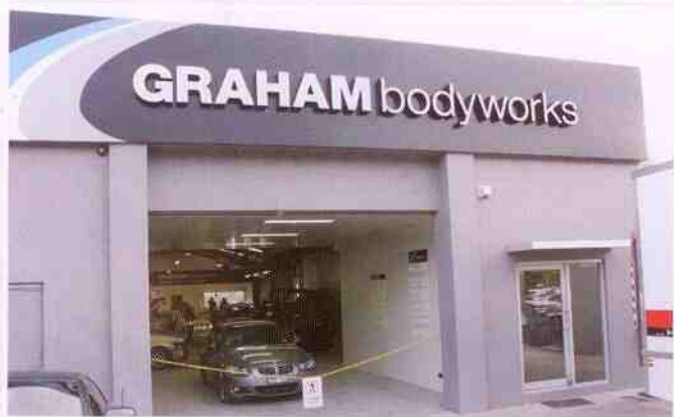
Sitting in the front of the shop when we visited was the gorgeous, beautifully restored 1953 Corvette pictured on page 53. Graham bodyworks doesn't specialise in restorations by any means but such is the skill levels of their tradesmen that they often have a couple of total restorations on the go. "I don't want to slow the workshop down with lots of restoration work," said Chesser, "but



it's something a bit different for the guys to work on, it's a bit of an outlet but you have to keep a very strict eye on the hours."

Chesser has grown up in the industry which can affect enthusiasm levels either way: "I wouldn't do it if I didn't love it. It's not an easy business. What drives me is that I have great staff, doing great work. Even more so our customers are passionate about our work and we have a such a great reputation that some customers insist on having their car fixed here even when some insurers try to steer them elsewhere."

The new workshop is about making the future viable said Chesser: "At the end of the day there's always going to be a demand for quality work. We don't want to be a sausage factory, we just want to produce quality repairs as efficiently as we can."



POWELL'S COMMENTS

A well presented small workshop with sound management and positive team spirit has a positive influence on the efficient operation of this business. This business shows signs of expanding into the future.