

**AHMA Training Presentation  
Dunn Edwards Paints  
May 21, 2019  
Agenda**

- I. Property Services Update (PSR Manager) 10:45 am-11:00 am**
  - a. Introduction and Background
    - i. Discuss agenda and introduce team
  - b. Complimentary services offered
    - i. Specs
    - ii. Color
    - iii. Job walks
    - iv. Bids – what a detailed bid looks like
    - v. Color-Ark
  - c. When to call on your PSR
- II. Product Development (Dave Keithler: Technical Service Chemist) 11:00-11:20 am**
  - a. Introduction and Background
  - b. Types of Paint Problems and Solutions
    - i. How to identify problems
    - ii. How to solve problems
    - iii. How to prevent problems
- III. Product Development (Jeff Locke: Technical Service Application Specialist) 11:20 am-11:40 am**
  - a. Introduction and Background
  - b. Types of Application issues and Solutions
    - i. How to identify and solve application issues
    - ii. How to prevent application issues
- IV. Product Marketing (Neha Koneru: Product Manager) 11:40 am- 11:55 am**
  - a. Overview of Dunn Edwards Product Line
    - i. Review Product Line Catalog
  - b. Discuss resources available to help customers
    - i. Sell Sheets/ Brochures (multiple languages)
    - ii. Technical Bulletins (multiple languages)
- V. Any questions? 11:55 am-12:00 pm**