



MVP BUSINESS SOLUTIONS

- Administration
- Production
- Leadership
- Sales and Marketing
- Financial Management



Administrative Process Improvement

Operating a modern collision repair center involves a multitude of administrative tasks including production, customer experience, estimates, payroll, and more. There was a time when we needed 1 office person for every 4 or 5 production staff—today it is getting closer to 1:1.

Is your admin staff adequate for your current workload? Are the right people assigned the right tasks? Do they have the necessary skills to sustain and grow your business? What training do they need and how should they be trained? Many shops are struggling with these same questions.

This one-day interactive class was designed to help you answer these questions. Using a process that has been successful working with PPG customers, you will learn how to map the admin process, assign duties aligned with roles, evaluate skills, determine training needs, and develop an administrative action plan.

Administrative Courses

There is an urgent need to develop and implement administrative processes that effectively manage all elements of the work flow in the repair process.

Administrative management and Organizational management courses are offered in this category. Many other courses and workshops are considered helpful when working to improve the administration process.

WHO SHOULD ATTEND	Owners, Managers, Decision Makers, and Key Employees
COURSE OBJECTIVE	Participant will understand how to approach the administrative processes and staff to maximize resources and profits.
WHAT YOU SHOULD BRING TO THIS CLASS	A current list of your administrative shop positions including: <ul style="list-style-type: none"> • Estimators, parts staff, management positions, customer service, reception, accounting, other • Office hours of operation, lunch and break time allowances

COURSE LENGTH 1 - day course

CLASS SIZE 12 participants (maximum)

- TOPICS COVERED**
- The collision admin environment
 - Process mapping introduction
 - The work file (paper flow) process
 - Administrative positions
 - Positional duties
 - Skills evaluation
 - Training needs assessment
 - Administrative action planning

MINIMUM REQUIREMENTS Any PPG customer is eligible.

Participants will receive lunch, refreshments and a certificate of completion.

MVP Business Development Series

Key success factors for performance-driven businesses

Grouped in 5 functional areas

The key to success of these courses involves incorporating the real-world expertise of MVP Certified Instructors, along with practical and relevant business curriculum. As a result, PPG offers hundreds of courses each year at state-of-the-art PPG Business Development Centers across North America.

We invite you to explore more on how these exciting programs can improve your performance and profitability in an increasingly competitive marketplace. The collision industry's most comprehensive set of business courses can be found grouped into five functional areas within the Business Courses page on the PPG MVP website at: www.ppgmvp.com

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