



MVP BUSINESS SOLUTIONS

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



# Business in the 21<sup>st</sup> Century

## YOUR ROAD MAP TO SUCCESS

This course provides owners and managers with a full array of proven tools, information and advice on how to position their business for success. Topics such as strategic thinking, business strategy, benchmarking, compensation planning, marketing strategy and human resource management are among the critical key areas addressed. The course offers a comprehensive understanding of how to use the Key Performance Indicators (KPI) to identify opportunities for improvement, develop a business plan, set target performance, use a scoreboard, track progress and develop a culture of continuous improvement. Understanding how to measure, report and maximize KPI's are critical to success. Participants who bring a Benchmark Report to the course gain the added benefits of applying course teachings directly to their business.

**WHO SHOULD ATTEND** Shop Owners, Financial and Operational Managers, and Key Personnel

**COURSE OBJECTIVE** To provide a comprehensive understanding of how to use KPI's to establish a work culture of continuous improvement

**COURSE LENGTH** 2-day course

**CLASS SIZE** 10 minimum, 24 maximum

- TOPICS COVERED**
- Industry trends and strategic thinking
  - Key Performance Indicators (KPI) for collision repair
  - How to calculate and interpret performance metrics
  - Benchmarking your business for success
  - Understanding throughput performance
  - Calculating and understanding cycle time
  - Measuring current state performance
  - Establishing a production score board
  - Optimizing employee compensation plans
  - Smart action planning process

**MINIMUM REQUIREMENTS** Any PPG customer is eligible to attend any MVP Business Development Series course

I-CAR participants are eligible to receive **14:00 Credit Hours** for this course. Participants are eligible to receive **28 AMI credit hours** towards the Accredited Automotive Manager (AAM). Participants will receive a training manual, handouts, lunch, refreshments and a certificate of completion.

### Financial Management Courses

**More than ever, collision center operators need to understand the key metrics that drive their business.**

This course series is designed to help today's managers gain a competitive advantage in their respective marketplace by teaching them to strategically think about their business strategy and understand Key Performance Indicators while developing an effective business plan.

### 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](http://www.ppgmvp.com)

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