



REFINISH PERFORMANCE MANAGEMENT

GENERAL MANAGER: PROCESS STANDARDIZATION AND IMPROVEMENT



SEMINAR LENGTH

8 hours

WHO SHOULD ATTEND?

General Managers

The role of the General Manager is critical to the success of the repair center. How you spend your time largely determines the success or failure of a particular endeavor.

In this course we will discuss the General Managers primary objectives and the Three P's (People, Process and Product) that can be used to organize and evaluate the repair center to see what is working and what isn't working. We will discuss The 4 Disciplines of Execution and how they can help produce breakthrough results and help achieve goals critical to your business. We will also discuss process and the importance of providing step by step instructions to employees and defining expected quality. Finally, we will discuss the ultimate product produced by your repair facility; the repaired vehicle, the final bill to the customer or insurer and your customer service.

COURSE EMPHASIS

- Identifying the tasks or functions critical to the success of a General Manager
- Reviewing how you can improve your ability to refine your KEY wildly important goals that, when achieved, will lead to long-term success
- Helping you understand how to implement and improve processes that, when developed and executed enable the achievement of company goals
- Reviewing how to reinforce a self-managed quality standard that meets the expectations of your customer
- Discussing how to reinforce customer-oriented behaviors which in turn yield customers willing to promote your business



COST

Contact your distributor or Refinish Performance Management team for pricing information

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LOCATION

[insert]

KEY NEEDS OF SUCCESSFUL COURSE ATTENDEES

- Willingness to reflect on how you spend your time
- Want to improve your goals for long term business success
- Seek to improve repair center processes
- Desire to reinforce quality standard and customer-oriented behaviors

COURSE OUTLINE

- The Three P's: People, Process and Product
- General Manager Responsibilities: Job description, KPI's, behaviors, processes and time management
- The 4 Disciplines of Execution: Examine the principles of focus, leverage, engagement and accountability
- Process: Standard Operating Procedures and Continuous Improvement Process
- Product: Quality-at-source, Auditing the final bill and repair, the delivery process and mystery shopping

HOW DOES THIS COURSE DIFFER FROM SIMILAR COURSES IN THE COLLISION INDUSTRY?

- Taught using a highly interactive, guided learning model to keep attendees engaged in the learning process
- Numerous hands-on exercises related to the collision industry, which help emphasize the principles taught
- Professional student guide and online resource guide

BENEFITS

- Designed to define General Manager roles and responsibilities
- Designed to improve ability to refine manager goals that lead to repair center success
- Designed to improve processes to achieve company goals
- Designed to improve quality and customer service