



1-Day Interactive Collision Center Workshop

Measuring and Improving Performance

Highlights:

Participants will learn how to measure the performance of their collision center utilizing 24 Critical Key Performance Measurements. They will learn to use the Management by Objectives process, understand ratios and percentages, learn to track trends, set goals, and compare performance to regional and national benchmarks.

Information from the collision center's "meaningful" financial statement and non-financial data will be used to calculate the 24 Critical "KPI's". For selected KPI's, participants will learn where the data comes from, what affects the KPI positively or negatively, how to gauge performance against comparable Collision Centers, and how to improve facility performance.

For non-financial data, participants will learn how to set up a "data stream" to assure that needed non-financial data is readily available. Participants will be enabled to utilize BASF's VisionPlus Online (VPOL) to measure, benchmark, and improve each of these 24 critical areas of performance in the collision center.

Who Should Attend:

Collision Center Managers, Bookkeeping, accounting, and support personnel

Key Points:

- Management by objectives
- The Importance of measurement
- Collecting timely & accurate data
- Using KPI's to improve performance
- Utilizing VPOL to measure & track KPI's
- Effectively utilize VPOL to improve performance

Presented by:

Bernie Blickenstaff

Collision Management Services, Inc.

Cost: \$499.00 per person

**BASF Customer only \$299.00 per person or
\$249.00 for two or more from same
Collision Center**

Seating is Limited!

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