

VPU-003

Measuring and Improving Performance

1-Day Interactive Collision Center Workshop

Highlights:

Measuring and Improving Performance focuses on measuring and improving a collision centers performance. Students utilize and develop the data streams needed for both financial and non-financial reporting which is used to calculate the 24 critical key performance indicators (KPI's). Participants will then compare KPI's to benchmarks and understand what positively or negatively affects the performance. Understanding ratios, percentages, tracking trends, goal setting and managing by objective is included in the curriculum. In addition VisionPLUS® OnLine is integrated to make measuring, benchmarking, goal setting, reporting and improving easy.

Who Should Attend:

Collision Center Managers, Bookkeeping, Accounting and Support Personnel

Key Points:

- Managing by objective
- Importance of measuring
- Collecting timely and accurate data
- Using KPI's to improve performance
- Effectively utilize VisionPLUS® OnLine to measure and improve performance

Learning Objectives:

Upon successful completion, participants should be able to:

1. Collect accurate and timely financial and non-financial data.
2. Develop a working knowledge of the critical collision center KPI's and what affects them.
3. Understand how to use KPI's to measure and improve collision center performance.



Training approved for Gold Class and Platinum points through the I-CAR Industry Training AllianceSM

