

VPU-015

# Organizational Structure

1-Day Interactive Collision Center Workshop

## Highlights:

**Organizational Structure** enables collision centers to analyze the effectiveness of current organizational structures and explore affordable options to improve performance, eliminate chaos and grow profits. Participants identify performance hurdles; determining root causes; and create solutions. Evaluations of both the front office and production floor are compared to new models of management and each employee position is tied to process and structure.

## Who Should Attend:

Damage Writers, Lead Technicians, Customer Service Representatives, Collision Center Managers, Production Managers and Coordinators

## Key Points:

- Evolution of the collision center
- Understanding the five primary business functions
- Employee responsibilities
- Staffing to business size
- Adding positions
- Sales and customer service management
- Production and parts management
- Position responsibilities and descriptions
- Alternative staffing models

## Learning Objectives:

Upon successful completion, participants should be able to:

1. Understand the relationship between the repair process and structure.
2. Implement changes to improve effectiveness.
3. Understand the advantages and disadvantages of each type of organizational structure.

