



MVP BUSINESS SOLUTIONS

MVP BUSINESS DEVELOPMENT SERIES

Administration
Production
Leadership
Sales and Marketing
Financial Management



PPG MVP Administrative Process Improvement

Aligning roles, skills and tasks for balanced work-flow

This 1-day training course is designed to provide owners, managers and other key administrative personnel the ability to pair staff to the appropriate responsibility. You'll evaluate the administrative process for work-load balance. Confirm roles with responsibilities and verify the necessary skills.

In this course participants will learn how to:

- ⇒ Process map
- ⇒ Consider the entire collision repair administrative process
- ⇒ Map repair order work flow through the process
- ⇒ Review all administrative positions
- ⇒ Evaluate each positions responsibilities
- ⇒ Use a valuable tool for skills evaluation
- ⇒ Perform a training "needs analysis"
- ⇒ Develop an administrative action plan



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