



SERVICE, PARTS & SALES PROFIT IMPROVEMENT GROUPS (PIG) MEETINGS

PROGRAM OBJECTIVES:

- **Improving Financial Understanding:** The program aims to equip Departmental Managers with a thorough understanding of their department's financial results. By delving into key financial metrics and performance indicators, participants gain insights into areas of strength and areas needing improvement.
- **Enhancing Financial Performance:** Participants will gain a deeper insight into their department's financial performance, enabling them to identify opportunities for performance and growth.
- By analysing financial data and benchmarking against industry standards, Department Managers can make informed decisions to drive profitability.
- **Sharing Best Practices:** The program provides a platform for Department Managers to learn from their peers, exchanging ideas and best practices to enhance their operations.
- Through collaborative discussions and case studies, participants gain valuable insights and strategies to implement in their own businesses.
- **Developing Actionable Plans:** By the end of the program, Managers will leave with a clear focus on actionable steps to improve their department's performance. With a structured approach to analysing financials and identifying areas for improvement, participants can develop targeted action plans to drive positive change.

Agenda – Day 1:

- **Comprehensive Financial Review:** Participants engage in a detailed analysis of their department's financials, gaining a deeper understanding of key metrics and performance drivers. Through benchmarking exercises and side-by-side comparisons with peers, Managers identify areas of strength and areas needing improvement.

Agenda – Day 2:

- **Workshop Session:** The second day of the program focuses on interactive workshop sessions aimed at further enhancing participants' business acumen and strategic thinking.
- **Resource, Competency, and Motivation Exercise:** Participants engage in exercises to assess their department's resources, competencies, and motivation levels, identifying areas for improvement.
- **Understanding Business Behaviour:** Through structured exercises, participants gain insights into their service department's current behaviour and performance, laying the groundwork for targeted improvement initiatives.

What Each Manager Will Walk Away With:

- **Profit Improvement Pack:** Participants receive a comprehensive Profit Improvement Pack containing comparative financials and benchmarking data, enabling them to make data-driven decisions.
- **Deep Understanding of Financials:** Managers gain a thorough understanding of their department's financials, enabling them to identify opportunities for improvement and track progress over time.
- **12-Month Action Improvement Plan:** Participants develop a tailored action plan spanning 12 months, outlining specific initiatives and milestones to drive performance improvement in their department.

Service PIG (Example):

- **Dedicated 2-Day Offsite PIG:** The program includes a dedicated two-day offsite Profit Improvement Group (PIG) session tailored for Service Managers, featuring a structured agenda focused on driving performance improvement.
- **Session Format:** The session comprises multiple sessions covering financial assessment, PIG discussions, competency assessment, process evaluation via WOSS (way of selling service), and action plan development.
- **Action Plan and Presentation:** Participants conclude the program by developing and presenting their action plans, committing to implementing initiatives to drive positive change in their service departments.