



2011 MVP National Roundtable Conference

Having established a reputation as a highly motivating and rewarding event, the latest MVP National Roundtable Conference didn't disappoint. Repairers from the MVP Roundtable Groups across Australia and New Zealand arrived full of enthusiasm to join the eight person regional MVP Team on the Gold Coast for the annual get-together, in late November 2011.

Like the regular state-based roundtable concept, this was about providing members with the means to access something that simply wouldn't be possible for an individual repairer isolated in their own collision centre. As well as getting a little time away from everyday business stresses, the MVP National Roundtable Conference gave them the opportunity to mix with likeminded people, gather valuable information, discuss industry issues and share ideas and solutions. The ability to relax a little and socialise is equally important. As a result, the first evening was set aside for a cocktail cruise where participants and their families could network and strengthen relationships with other repairers.



Next day it was down to business with a program full of thought provoking topics. There was an interesting overview of each state and New Zealand which also served to highlight the fact that members all face similar issues, no matter where they are. Indeed, often a new issue being faced by one group had already been experienced and dealt with by another group and, therefore, they were able to pass on the solutions they'd used. It also gave individual members a valuable measuring stick by allowing them to compare the performance of their collision centre with one of a similar size in another state.

The MVP Team took the opportunity to showcase changes that have been made



to provide further support, including the launch of the MVP website (www.ppgmvp.com.au) and an update to the WebTrim collision centre management software package. An interactive session on 'lean management' strategies really got members thinking as they analysed where time was being wasted in their shops and considered the advantage of working on their business, rather than getting bogged down in day-to-day issues.

One of the most valuable sessions at any MVP Roundtable is the 'open forum' where members can raise any problems in their own business and seek input from other members and the MVP Team. According to ANZ MVP Manager, Digby Mayor, members not only learn about issues from other parts of the region or even the world that could affect them now or in the future, they also get to learn from each other as they share experiences of what works and what doesn't work.



"The National Roundtable Conference gave repairers the unique opportunity to mix with a diverse group of shop owners from right across the region. With plenty of clever operators in the room, it was the ideal place to bring up any issues your business might have and walk away with viable ideas and solutions to solve them. They came hungry for information and that's exactly what they got. The fact that the members could interact face-to-face as they shared ideas and solutions is just fantastic. It was a really positive experience!"

This year's highly successful event closed with a gala dinner where everyone could unwind and enjoy themselves. It also included an award ceremony to recognise those that had performed particularly well throughout the year (see below).

2011 MVP Roundtable – High Achiever
Vic / Tas – Micra Accident Repair Centre
Qld – Beaudesert Collision & Repairs
NSW – Brownings Smash Repairs
SA – Andrew Pelham Crash Repairs
NZ – M.J. Breen Panelbeaters

