



Newsletter



PPG Industries

Bringing innovation to the surface.™

Set for an exciting year

We are already a few months into 2014 and it's shaping as another year of change for the industry and that means exciting times for those prepared to grab opportunities. The region-wide MVP Team have certainly been preparing for a bumper year of supporting customers. Below is a list of upcoming MVP Roundtable events, however, remember the MVP Team is on hand to support you whenever you need it – just give them a call!

Make the most of NSW MVP Roundtable & Industry Forum 2014

If you are thinking of coming to Sydney for the upcoming Industry Forum 2014 in May, I can give you one more excellent reason to make the effort. I'm inviting all members of all the different MVP Roundtable Groups from across the region to arrive one day earlier so you can join us at the NSW MVP Roundtable Group meeting. It's scheduled for Friday 16th of May 2014 at the Coogee Bay Hotel, while the Industry Forum 2014 will be held on the following day – Saturday 17th May 2014 at the Crowne Plaza Hotel.

I see a lot of potential for this to be a motivating and rewarding opportunity for everyone. Being part of an MVP Roundtable Group, you will already be aware of the benefits of getting together with likeminded people from the collision repair industry. There is no doubt there are some very clever business people in our region-wide MVP Roundtable Groups and having some extra members in Sydney to network, discuss issues and share best practice solutions should help everyone find new ways to boost business performance and profitability.

If you do wish to attend the NSW Roundtable, please notify your local MVP Manager so we can ensure we have appropriate facilities available.

Industry Forum 2014

Aimed at anyone associated with the collision repair industry, the popular 'Industry Forum' makes a return on Saturday 17th May, 2014. Held at Crowne Plaza, Coogee Beach, Sydney, this event brings together guest speakers / panellists from New Zealand and the USA, along with local peers, to discuss the vital industry issues of today and the future.



PPG Industries

Bringing innovation to the surface.™

A variety of panels and presentations will be conducted during the day.

Panel 1 Will consist of Paint, equipment and IT companies talking technology.

Panel 2 Comprises representatives from Insurance Companies as well as Motor Manufacturers.

Panel 3 Will consist of shop owners from the U.S.A. Australia and New Zealand.

Jordan Hendler will present 'Social Media and the Industry'. In the USA she is actively involved with advising body shops and associations about social media programs, including how to set up Facebook etc. at minimal cost.

Early-bird discount rates are available (for bookings prior to 17th April, 2014) so to make a booking (there's a registration form attached) or for more information contact David Newton-Ross at Newton International Marketing – email david@crsa.com.au, phone (02) 9973 2298, mobile 0418 298 572 or fax (02) 9973 1838.

MVP ROUNDTABLES

Following is a list of MVP Roundtable meetings for the first half year held around Australia and New Zealand. Contact you local MVP Manager to confirm your attendance.

Date	Event	Location	MVP Manager	Contact
07 March 2014	New Zealand Roundtable	Wellington NZ	Helen Aird	aird@ppg.com
22 March 2014	Queensland Roundtable	Brisbane QLD	John Stack	jstack@ppg.com
27 March 2014	Vic / Tas Group 1 South Australian Roundtable	Adelaide SA	Mindy Roberts Joe Esposito	mroberts@ppg.com gesposito@ppg.com
16 May 2014	New South Wales Roundtable	Sydney NSW	Brett Abdy	abdy@ppg.com
17 May 2014	Industry Forum	Sydney NSW		
28 May 2014	Victorian Group 2 Roundtable	Melbourne Vic	Mindy Roberts	mroberts@ppg.com
17 June 2014	Western Australia Roundtable	Perth WA	Mark Metcalf	metcalf@ppg.com



PPG Industries

Bringing innovation to the surface.™

MVP Tip – Leadership

Being the boss doesn't necessarily make you a good leader. Whether we like it or not, leadership influences behaviour so it's a factor that becomes critically important when we're looking to drive change, such as implementing lean management strategies, in a collision repair centre. The good news is leadership is a learned skill so everyone can work on developing their leadership skills. There are plenty of incentives to do so – improve your effectiveness as a leader and you improve your ability to create and accelerate change.

Characteristics, such as being passionate, confident, decisive, consistent, visionary, motivational, humble and results-oriented, all have a direct link to effective leadership. While these core characteristics of leadership are pretty straightforward, they do require discipline, practice and self awareness to become ingrained behaviour. Being conscious of your leadership traits and behaviours can help unlock a powerful business tool by allowing you to engage your team, move them in a shared direction, inspire them to do their best work and recognise their achievements. Ultimately, it's about getting the best from your most important resource – people!

Greg Tunks
National MVP Manager
tunks@ppg.com