

# St. Louis Chapter



## KPI Training

presented via webinar by Rick White

sponsored by



**WHO IS THIS TRAINING FOR:**  
*Shop Owners, Managers and  
Service Advisors*

**January 15, 2019**  
**6:30 pm - 8:30 pm**  
**St. Louis Community College - Forest Park**  
**5600 Oakland Ave**  
**St. Louis, MO 63110**

Every shop owner starts the same way; excited about running a business and becoming his own boss. Why then do some succeed while so many fail?

It's simple, really. The truly successful owner embraces the 'business' side of his shop. He understands that to achieve the dream he needs to focus on planning and execution - not activity. This champion learns 'the numbers'. What to watch; what to measure; what to modify.

This is what KPIs are all about. They are simply tools successful shop owners use to see where they are today compared to where they want to be, identify quickly whether things are getting better or worse, and highlight areas that need improving before they become problems

### Registration Form

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Attendees: \_\_\_\_\_

Credit Card: \_\_\_\_\_

Name on the Card: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVC Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip: \_\_\_\_\_

### Upcoming Events

**Tuesday, February 12, 2019**

**KPI - Part 2**

by Rick White

STLCC - Forest Park

Fax to 816.817.2260  
Or call MWACA at 816.413.9800

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