

Reducing Turnover & Improving Productivity

Are you battling employee turnover, integrity issues or low productivity? You're not alone. The number one issue in business today is recruiting, selecting and retaining quality, qualified employees. Every company and manager has hired a top performer. However, research has shown over 63 percent of mid to low level producers were hired the same way: using "gut feeling", about 4.3 minutes into an interview. In a time where two of three employees admit they don't like their jobs and two of three employees disappoint in the first year of employment, companies can no longer hire the same way they have in the past.

The US Department of Labor estimates that turnover cost at least 33% of a new hire's annual salary and up to 250% to replace a manager. However, companies still fail to effectively screen for integrity, do effective background checks or job match candidates to top performers benchmarks.

By doing so, similar service organizations have been able to lower hiring expenses, decrease turnover, improve attendance records and boost productivity. As companies eliminate unreliable candidates with poor work ethic and suspect integrity and hire those with skill levels and personality traits most like their top performers, business and the bottom line have greatly improved.

For more information on integrity or "job matching" programs, contact Grant Robinson, the President of People Values - Business Solutions at 877-931-2220 or www.peoplevalues.com. ♦

AMI (Continued from page 3)

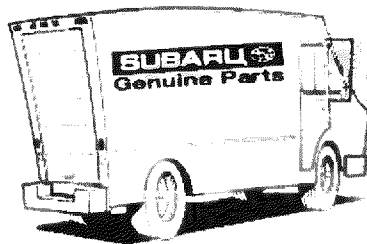
Other board members include Claude Champion, Barrett Body Shop, Abilene, Texas; Bob Cooper, founder and president of Elite Business Services, Rancho Santa Fe, Calif.; Tom Layman, Multistate Transmission, Waterford, Mich.; Denise Lloyd, publisher, Babcox Publications, Akron, Ohio; Walter Trapp, President, Automotive Service Association, Bedford, Texas; Russ Verona, AAM, East Rockford Collision Center, Rockford, Ill.; and Bob Weiffenbach, AutoPartners, Broomfield, Colo.

"The Trustees manage the affairs of the Institute. Their wisdom and dedication are invaluable to the success of AMI."

AMI Executive Director John Berry stated, "It is exciting to work with these business owners and corporate executives. The Trustees manage the affairs of the Institute. Their wisdom and dedication are invaluable to the success of AMI. I welcome each board member and thank them for their commitment."

Members of the 2001 Board of Trustees were announced during the Automotive Service Association (ASA) Annual Convention, held April 24-28, in Maui, Hawaii. ♦

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