

My Owner Works ON The Business Not IN It

As the General Manager of G&C Tire and Auto, the days, weeks and months roll by quickly. We average about 270 vehicles per week between our two locations. Like most busy shops in our area, we have multiple service writers, technicians and office personnel - and our fair share of wonderful customers.



We've been with ATI for many years. We've gained valuable knowledge about our business; not only from ATI, but from many other shops we've met through various encounters.

A few months ago, my ATI coach asked me to spend \$1.96 to purchase a notebook so I could finally become the leader of our business and stop running in circles. After seeing immediate results and progress, I'm now a multiple notebook guy - as you can see from my picture.

I'm now sitting down with G&C employees and, as ATI puts it, "Eating the Elephant." Here are some key areas in which we have made progress:

- We sit down on the same side of a table and talk to one another.
- We celebrate the victories and we address shortcomings.
- We know each other better, on both a personal and professional level.
- We have improvement goals, both short-term and long-term.
- We have productive weekly meetings which are not time-intensive.
- We have set expectations, and each can be measured and tracked.
- We are moving forward in ways which once were hard to even imagine.

This is a work in progress but we are a better company today than we were yesterday – and I look forward to what the near and distant future holds!

Thank you ATI!

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