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Collision Centers[®]

& Auto Glass

OUR VALUES

WE:

- value team members with positive attitudes
- learn from our mistakes
- build teams, empower champions and celebrate success
- educate our customers to make informed decisions
- recognize the value of our insurance partners
- respect our customers, team members, vendors and communities
- train and mentor team members to excel
- promote from within

WE ARE COMMITTED TO:

- accountability for our actions and outcomes
- honesty and integrity in all our dealings
- ongoing training to ensure technical and managerial expertise
- a safe, clean and **GREEN** workplace
- reducing waste
- excellence in service and quality with every repair

MISSION STATEMENT

To be the first choice for auto body and auto glass repairs in the Southwestern U.S. Through our culture of continuous improvement, accountability and ethical business practices, we strive to attain the highest levels of quality repairs. Our concern and care for our customers, team members, vendors and our communities will enable us to grow profitably in the markets we serve.

VISION STATEMENT

To be recognized as the provider and employer of choice in the collision repair industry.

By working together and embracing our values we will achieve our vision

TODAY'S ACTION PLAN

- ◆ Know the customer's expectations
- ◆ Work together to achieve today's goals
- ◆ Keep our house in order
- ◆ Make decisions that are best for all parties
- ◆ Follow our policies and procedures

