



LEARN

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# LEARN Case Study – Fix Auto UK



## Who are they?

Fix Auto UK are the fastest-growing, professional repairer network in the UK and part of a global business of more than 700 bodyshops across ten countries. They are an expanding network of more than 100 independently-owned, fully-branded franchised bodyshops through the UK, with over 2500 people.



Fix' managed growth strategy has seen the network expand significantly over the past 2 years with new franchise locations, bodyshop openings and major expansion. Their success is down to a proven business model, built on providing the tools and support to drive transformational change and increased profit. This success is complemented by their reputation as pioneers in new repair technology systems and processes, which enables franchisees to improve customer service and reduce repair times and cost.

Fix manage successful relationships with seven of the top 20 UK motor insurance companies and collectively the network repairs over 150,000 vehicles per year. Fix represents a high-quality, self-training, self-auditing network of repair centres focused on creating value, controlling costs and providing the highest levels of customer satisfaction.

## Where they were

Fix Auto had been looking for a solution to cost effectively, engage and train their staff throughout the UK. The training required was around key compliance and skills areas that had been identified without taking people out of the business for periods of time.

Fix had inconsistencies across their sites in terms of the training provided, with the added complexity of many different providers all delivering varying levels of quality. In order to develop their brand they recognised the importance of shifting the culture towards a 'learning organisation', where they could benefit from a clear strategy of people development that aligned with their business strategy



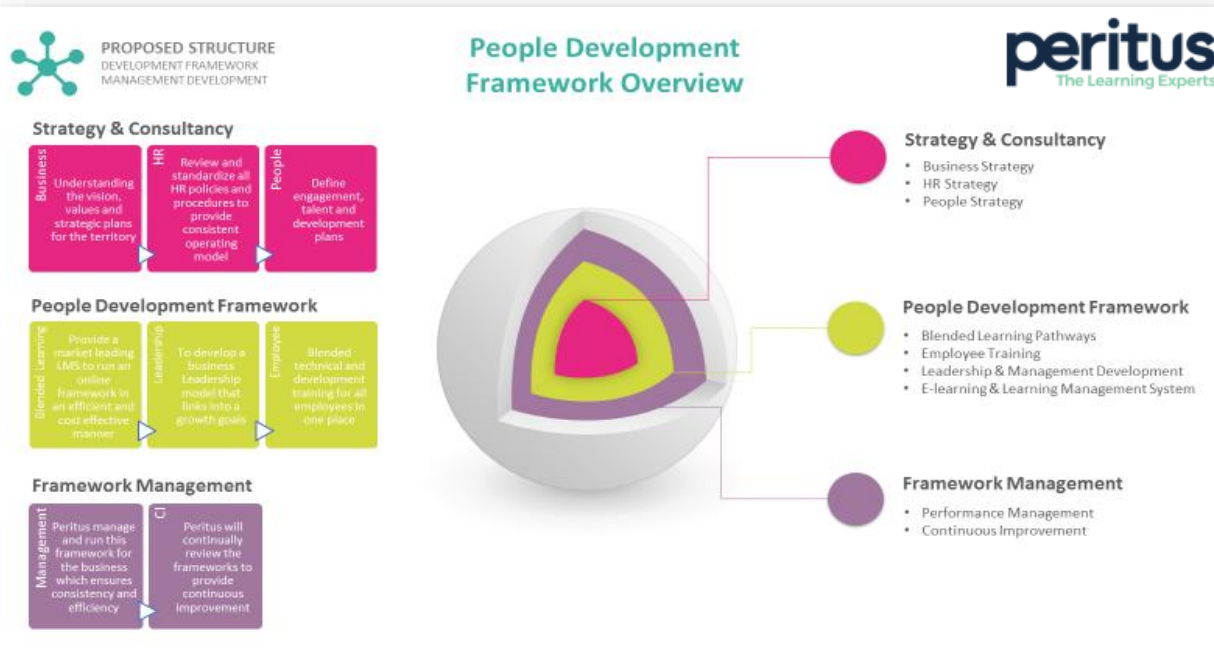
# Fix Auto - Provide LEARN to 2,500 employees across 110 UK sites

## What we did

Peritus conducted an in depth business diagnostic with the senior team at Fix Auto to understand the current position, what 'good' would look like and map out the future journey. LEARN was to sit at the heart of the solution to manage, drive and report on progress, therefore providing Fix with visibility and the key metrics of the transition.

Since 2016 we have transitioned the network to be far more focussed on training, learning and development. Using our expertise, we worked in partnership with Fix to map out and launch a personalised learning plan per job role across every site. This has seen a review of their HR, competencies, role profiles and people engagement strategies and processes, therefore provided them with a business focussed, people development framework to support business growth. We have provided our advice and guidance along the way, to ensure LEARN sits as part of the strategy and becomes the centralised administration and reporting mechanism.

Over the past 12 months we have developed a talent development framework designed and delivered for owner leaders of sites and body shop managers, which is ran through the platform. This tailored programme provides a blended learning approach and has proved a huge success in supporting the next leaders and owners across the Fix network. All of the owner leaders who have taken the course to date have reported increases in net profit, increased capacity and an ability to build a clear strategic plan for their business. The course was delivered by Peritus experts in leadership development, strategic development and also repair sector specialists to ensure relevance and credibility.



## What they say

"Peritus have become our solus training partner, as their advice and guidance is always valued and impacts on our business. By using LEARN we are able to develop our people on areas of critical importance such as compliance and soft skills, with minimal disruption to the teams' existing workloads. Furthermore by making such a wide range of courses available, we are allowing people the option of studying further areas that may interest them on any type of device, 24/7. I would certainly recommend working with Peritus, they are not just an online learning provider"

**Ian Pugh – Managing Director**

## Key impacts

- ✓ Shift towards a learning organisation culture
- ✓ Increase in employee engagement, user adoption and consistency across network
- ✓ Support business strategy in equipping employees with the skills range to better serve their customers
- ✓ Return on investment – many processes increased efficiency to save time, costs and resource
- ✓ Industry award recognition for training – Body Shop Magazine Training Provider of the Year
- ✓ High of 14,000 courses accessed and completed in 1 month from zero start

# Some LEARN Customers



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