

MITSUKOSHI MOTORS PHILS., INC.		
POLICY		
POLICY TITLE :	<b>DAILY MEETING PROCESS</b>	Ref. No. 2015-12-002
DEPARTMENT :	OPERATIONS SUPPPORT DEPARTMENT	
TO :	BRANCH MANAGER	December 01, 2015

**OBJECTIVE:**

1. To maximize and have a fruitful daily branch meeting.
2. To enhance the communication skills of branch personnel and to improve their confidence as well.
3. To apply the **C.L.E.A.R.** principle to achieve company vision and mission;
 

**Communicate:** Interaction fuels action, effective teams have teammates who are constantly talking to one another.

**Learning Experiences:** Shared values define the team; a team cannot share values if the values have not been shared with the team.

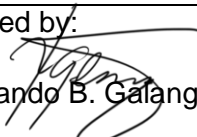

**Establishing good rapport and relationships:** We don't work for each other; we work with each other.

**Addressing issues and concerns:** The team develops daily, not in a day. As long as a person doesn't know, what he doesn't know, he doesn't grow.

**Report reinforcement:** A team doesn't win the championship if its players have different agendas.
4. To improve efficiency and enhance branch personnel knowledge to sharpen their saw.

**POLICY**

1. The branch must conduct fifteen (15) minutes daily meeting before the formal opening of the branch to discuss branch concerned on various retail operations such as but not limited to the following;
  - 1.1. **Administration;** this include discussion of new memorandum issued by main office and immediate superior; portal announcement and new procedures; and other administrative concerns of the branch such as but not limited to monitor assignment, DTR concerns, branch cleanliness and safety, and customers concerns;
  - 1.2. **Repossessed Inventory Management;** repossessed inventory transactions and attainment level against targeted number of ending inventory balance;
  - 1.3. **Cash Management;** area of branch operations involving the collection, handling, and usage of cash. It also involves assessing collectivity and risk on financed receivable portfolio of the branch such as Peso Collection Target, NP and NSP accounts; and
  - 1.4. **Sales;** area of branch operations involving sales of brand new and repossessed units; number of inquiry and application and conversion rate and performance level on their monthly and yearly target.
2. The daily meeting should always start with the Morning Prayer and recitation of the Vision and Mission of the company.
3. The meeting should be conducted on proper decorum.

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4. The branch must maintain minutes of the meeting using control logbook as reference and records of their daily discussion. This is a tangible record for branch personnel who have attended and a source of information for other personnel who were unable to attend specially in cases the meeting involve collaborative branch activities or projects within the company.
5. Late employee should automatically be logged in after the 15 minutes meeting and will not be allowed to join the morning meeting. In case the assigned monitor for the day is late, the next assigned monitor will preside the meeting.
6. Branch personnel will be assigned to handle incoming customer while the meeting is ongoing.

#### PROCEDURE:

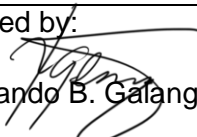
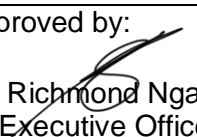
1. Branch Manager
  - 1.1. Assign branch personnel as monitor to take minutes of the meeting for the following week not later than Saturday.
  - 1.2. Post the monitors in the bulletin board or whiteboard to inform the branch personnel of their scheduled assignment.
2. Assigned Monitor
  - 2.1. Start the branch meeting with a prayer.
  - 2.2. After the Morning Prayer, the branch personnel should remain standing; preside with the branch personnel and other attendees if any in the recitation of the company's Vision and Mission.
    - 2.2.1. The recitation of the Mission should start with the following;
 

"I am \_\_\_\_\_ to be the **LITES** of our Company with **Loyalty**, **Integrity**, **Teamwork**, **Excellence** and **Sense of Ownership**"

"To uplift life by sharing a safe and enjoyable riding experience to all" by

      - 2.2.1.1. Providing quality, affordable, and accessible motorcycles to our customers.
      - 2.2.1.2. Building continuous customer relationship through quality service experience.
      - 2.2.1.3. Being responsive to the dynamic social and environmental needs of the community.
      - 2.2.1.4. Empowering people for better and fulfilling opportunities.
      - 2.2.1.5. Returning value to our stakeholders, delivering what is best; on time, all the time.
    - 2.2.2. Follow the recitation of the Mission with the Vision of the company
 

"To be the number **ONE** motorcycle company of choice with an image, brand, heart, and passion that brings everyone's satisfaction"
    - 2.2.3. Read previous minutes of the meeting giving emphasis on items that have been asked and resolved.

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2.3. Give each branch personnel to discuss short update on their functions and duties; including his/her concerns, ideas to improve the branch operations, share experience for other to learn and other pertinent information that needs to be resolved.

2.3.1. Marketing Assistant

2.3.1.1. Discuss actual performance against target.

2.3.1.1.1. Inquiries

2.3.1.1.2. Sales for brand new and repossessed units

2.3.1.2. Pending Inquiries and Credit Application Form.

2.3.1.3. Marketing Activity

2.3.1.4. Other concerns

2.3.2. Account Counselor

2.3.2.1. Discuss actual performance vis-à-vis target;

2.3.2.1.1. Peso Collections

2.3.2.1.2. Collection Efficiency on assigned accounts

2.3.2.2. Status and action taken on the following;

2.3.2.2.1. No Single Payment Accounts

2.3.2.2.2. Status and action taken on Non-Paying Accounts

2.3.2.2.3. Repossession proceeding

2.3.2.2.4. Accounts missing and for skip-tracing

2.3.2.3. Other concerns

2.3.3. Branch Mechanic

2.3.3.1. Service area

2.3.3.2. Pending Warranty

2.3.3.3. Number of customers given services and cumulative actual labor charged earned service rendered

2.3.3.4. Number of repossessed units refurbished and repaired

2.3.3.5. Other concerns

2.3.4. Branch Cashier

2.3.4.1. Discuss actual performance against target

2.3.4.1.1. Cash Collections

2.3.4.1.2. Branch Overall Collection Efficiency

2.3.4.2. Pending Daily Performance Report and other reports if any.

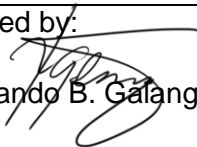
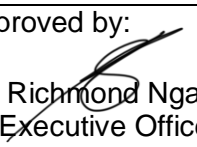
2.3.4.3. Other concerns

2.3.5. Branch Manager

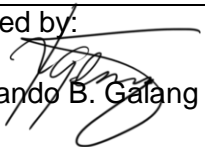
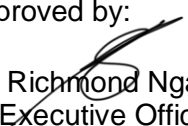
2.3.5.1. Discuss memorandum issued by main office, area manager and Regional Manager.

2.3.5.1.1. In case the memorandum was discussed, the memorandum will be signed by all branch personnel to evidence that the said memorandum is understood and discussed with them.

2.3.5.2. Other concerns

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- 2.4. Record discussion in a logbook.
- 2.5. Close meeting.
  - 2.4.1. If not finish with the discussion, continue on the next day.
- 3. Branch Manager
  - 6.1. Act with dispatch on any concerns that needs to be cleared or settled that were discussed during the meeting.
  - 6.2. Schedule a separate discussion for items to be resolved immediately with branch personnel concerned.
  - 6.3. Open the branch.
- 7. In case the branch manager is absence, the branch cashier shall oversee and lead the daily meeting.

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