



INSTITUTE
OF THE MOTOR
INDUSTRY

IMI PROFESSIONAL STANDARD



Management and Leadership

IMI Professional Standards sit at the heart of what we stand for and, along with our Professional Register, provide a benchmark for the motor industry, focusing on professional behaviours both with customers and business associates.

This Professional Standard applies to a range of management and leadership roles. For example: senior, middle and first line managers (both strategic and operational), other supervisory roles in retail motor industry businesses, vehicle and parts manufacturing, and re-manufacturing operations.



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PROFESSIONAL CONDUCT AND ETHICS

As a management/leadership professional you:

- act as a role model and champion for the industry
- are honest, courteous and have customer satisfaction at the heart of your work ethic
- have integrity and treat others with respect and without discrimination
- work in a safety conscious manner and consider the health and welfare of others
- are environmentally aware and minimise any impact resulting from your work
- are accountable and take responsibility for your own actions
- adhere to the law at all times and raise legitimate concerns of non-compliance
- protect the confidentiality, security and use of any stored or processed personal data
- do not bring yourself, others, IMI or the Professional Register into disrepute

PROFESSIONAL COMPETENCE

As a management/leadership professional you:

- understand the company vision/mission and communicate clear plans and objectives to internal and external stakeholders and colleagues
- keep abreast of industry developments and market change to support business success, customer demand and satisfaction
- address key industry and business issues through effective strategies, plans and actions
- maintain a winning, 'customer-first' culture and always seek opportunities to improve customer satisfaction and retention
- apply resource management techniques that drive expected levels of performance
- analyse data and information to make sound judgements and considered decisions
- identify and draw on the expertise of others when help is required
- role model positive behaviours and adopt an inclusive, supportive management style
- consult, communicate and build morale to motivate colleagues and others
- develop and effectively deploy the knowledge, skills and abilities of others
- provide stability, and adapt and lead others through times of change and difficulty
- ensure a healthy, safe environment which is compliant and meets current legislation and regulation

CONTINUING PROFESSIONAL DEVELOPMENT

As a management/leadership professional you:

- have a commitment to Continuing Professional Development (CPD) to maintain your professional competence
- review your performance to identify areas of improvement and development
- focus your CPD on subjects that are developmental, effective and appropriate to your job role or career progression
- plan CPD through regular learning activities spanning a recurring three year cycle
- log CPD with IMI to meet the mandatory requirement for Professional Registration
- take every opportunity to learn and develop using a variety of formal and informal sources of CPD

This section only applies to IMI members on the Professional Register.

Professional Standards are currently available for the following Job Families at www.theimi.org.uk/standards

- Technical
- Sales
- Business Support
- Customer Service
- Management and Leadership
- Education and Training

If you would like help deciding which one best suits you, or to find out more about Professional Registration or CPD requirement, please call **+44 (0)1992 519025** or email imimembers@theimi.org.uk