

Anderson Auto Group // *Organizational Structure*

What is Organizational Structure?

When a group of people want to build something together, the starting point is a blueprint; one set of plans that everyone uses. At Anderson, this same principle is in play. We want to build something great, and we're all part of a team; building a company together.

So think of Organizational Structure like a blueprint. No matter which part of the team you're on, you can be assured that everyone else is working from a copy of the same blueprint that you are. This document is your set of plans that shows what the team is building and where you fit in the bigger picture.

Why is it important?

In order to succeed as a company, we need to create *organizational clarity*. In other words, regardless of where any one individual resides within the company, these things should be known:

- what we're building together
- why we do what we do
- how our people work on different teams to accomplish one goal

As organizational clarity spreads, we'll begin to see the effects all around us. With a common goal and a unified set of plans for how to get there, we get to reap the benefits of sharing each others' momentum. When everyone knows what we're striving for and what success looks like, nobody is pulling in the wrong direction. Quite the opposite: every person, regardless of their role, is pursuing a common goal as part of a team within the Anderson Team. That's what we're shooting for here.

What does that look like at Anderson?

Before we start looking at individual roles, let's talk a bit about *hierarchy*. The first thing that comes to mind for many people when they hear this word is "Who is sitting at the top of the pyramid?" or "Where am I in relation to the top dog?"

Let's reframe that a bit. One of the most basic leadership principles at Anderson is *the team of teams*. Individuals work on smaller teams that make up departments--which make up the larger store teams-- which make up the Anderson Team. Our people hierarchy isn't really about looking up & down, but looking *across* at the teams and individuals that are pursuing success alongside you.

Something does sit at the top of the pyramid though. Our Mission **Because People Matter, we will serve your needs by always doing what is right** drives everything we do at Anderson. If that's true, every team--big and small--is accountable to that mission.

More specifically, every team is accountable to a set of principles that make our mission most likely to succeed. The word **CORE** is the easiest way to remember them:

Consistency

From how we treat customers & employees, to how we do business in the marketplace, to how we measure success, consistency is key. As teams and individuals, we need to behave, communicate and perform consistently in relation to our role in moving the mission forward.

Optimization

Perfection is not a destination, it is a pursuit. It is everyone's responsibility to constructively recognize opportunity for improvement. This increases the velocity at which the Team moves towards the Mission.

Resources

Our greatest asset is our People. At every turn, we strive to provide value by being a resource to the other people on the Anderson Team

Efficiency

It is our responsibility to use well the things we have been given. By maximizing time, talent, and money, we pursue the Mission as a Team with the knowledge that we're stewarding our considerable gifts and achieving maximum productivity.

All teams work alongside one another; all accountable to the Mission by way of the four CORE principles. In all markets, there are also materials depicting our nine Cultural Values. These reflect the behaviors that are expected of *individual* Team Members to move us forward: **Team, Humility, Effective Leadership, Motivation, Vision, Development, Empowerment, Balanced Life, Trust**. The four CORE principles are the standard that all *teams* are held to.

Together, these principles and values are the criteria for success for teams and individuals at Anderson.

Our goal is to carry out **strategy** by maximizing individuals' **strengths** through a **structure** that serves people best. Get with your Team Lead, and teammates, and remind one another often what this is all about. That's the gist of Anderson's Organizational Structure. Here's a visual map of what that looks like.

Because People Matter

impacting our...
People // Community // Industry // World

CORE Principles

Consistency // Optimization // Resources // Efficiency

Operations
Team

Administration
Team

People
Resource Team

Team member behaviors that reflect the Cultural Values:

1. Team
2. Humility
3. Empowerment
4. Motivation
5. Vision
6. Development
7. Effective Leadership
8. Balanced Life
9. Trust