



# MISA MONTHLY

16 APRIL 2010

During the 2009 meeting of the MISA National Executive Council a new organisational structure was agreed to and we are in the process of implementing it into action.

A big focus with the new structure is to increase the membership base of MISA, whilst at the same time improving on our service levels to the members and to improve benefits over time.

One of the key aspects in the MISA Mission is to render ***“service of the highest order”*** to our members. This is a fundamental principle which the National Executive Committee reinforced with the adoption of the new structure. **The new structure will not compromise on that!**

In essence, the new structure will encompass the following:

- **Regional Membership Development and Liaison Officers**
  - Their primary focus is on the recruiting of new members and servicing of existing members.
  - We have set targets around membership growth which will take MISA to a membership base of more than 45 000 members in the retail motor sector.
  - They are situated in the various Regions and will be very visible as the face of MISA amongst the members and potential members.
  - MISA will have 12 Membership Development and Liaison Officers to start off with.
  
- **Labour Relations Officers**
  - There are three labour relations officers along with the National Legal Advisor situated at head office rendering a professional service to the members.
  
  - They are there to provide telephonic advice, represent members at disciplinary hearings, assisting with grievances, retrenchment consultations and resolving disputes in respect of alleged unfair labour practices and agreement contraventions.
  
  - They are a phonecall away at the following number: **0861 08 6466**.

- **Regional Administrative Staff**

- Our very efficient and friendly ladies are still in the regional offices to assist with any membership or benefit related questions.

The reason for the new structure is to have a very focussed approach within MISA on the various aspects impacting on the organisation and its members.

This, in our view, will lead to strengthening the achievement of our mission:

**Protection and advancement of our members' interests**  
**Benefits offering value for money**  
**Service of the highest order**

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**Join today and ensure professional assistance when you need it most !**

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