

Overview: Our 10 Point Repair Quality Plan

- 1. Lifetime Guarantee**
Providing peace of mind to our customers by guaranteeing repairs we authorise for the life of the car.
- 2. Quality Assurance Auditor (QAA) Roles**
12 month secondment roles nationally
Compliments existing audit processes and Increase the number of inspections we complete annually.
- 3. Repairer Performance Consultant (RPC) Roles**
National Role
Work with repairers to improve quality
Manage our quality data
- 4. Increased Quality Inspections**
Inspection guidelines and Quality
Inspection forms
- 5. Genuine Parts**
Our parts guidelines simplify authorising repairs and makes our expectations of repairers clearer
- 6. Assessor Training**
We have a tailored smash repair training program for our motor assessors nationally which compliments existing training and will ensure a highly trained assessing workforce.
Our training includes determining correct method of repair processes and we're creating a method of repair database
- 7. Repairer Premise and Equipment Audit**
Audits conducted regularly by RPC's
Checklist developed for these audits
- 8. Guidelines and Tools for Measuring Quality and Managing Breaches**
Guidelines for repairer performance management and matrix for handling quality issues
Improvement to our repair management system
- 9. Regular External Reporting of Quality Performance**
We will post our repair quality performance on our retail websites from mid 2013
- 10. Post Repair Follow-Up**
As well as our usual customer follow up surveys, QAA's complete additional random post repair inspections