

Overview: Our 10 Point Repair Quality Plan

- 1) **Lifetime Guarantee**
Providing peace of mind to our customers by guaranteeing the workmanship of the repairs we authorise.
- 2) **Quality Assurance Auditor (QAA) Roles**
Compliments existing audit processes and increase the number of inspections we complete annually.
- 3) **Repairer Performance Consultant (RPC) Roles**
Our RPC's work with the repairers to improve quality and manage our quality data.
- 4) **Quality Inspections**
Repair and inspection criteria guidelines and repair quality data.
- 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 is backed by a highly trained assessing workforce.
- 7) **Repairer Premise and Equipment Audit**
Audits conducted based on a standard checklist.
- 8) **Guidelines and Tools for Measuring Quality and Managing Breaches**
Guidelines for repairer performance management and a matrix for handling quality issues making improvements to our repair management system.
- 9) **Regular Reporting of Quality Performance**
We will post our repair quality performance on our websites.
- 10) **Post Repair Follow-Up**
As well as our usual customer follow up surveys, QAA's complete additional random post repair inspections.