

## 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 highlytrained 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.