

## 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.