# *Snapshot*: 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**

### New Quality Assurance Auditor (QAA) roles
-new 12 months secondment roles nationally
-complements existing audit processes and increase the number of inspections we complete annually

**3**

### New Repairer Performance Consultant (RPC) roles
-new roles introduced nationally
-work with repairers to improve quality
-manage our quality data

**4**

### Increased Quality Inspections
-new 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've introduced a tailored smash repair training program for our motor assessors nationally
-complements 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 Audits
-audits conducted regularly by RPCs
-new checklist developed for these audits

**8**

### New guidelines and tools for measuring quality and managing breaches
-guidelines for repairer performance management and a new 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 2011

**10**

### Post repair follow up
-as well as our usual customer follow up surveys, QAAs will complete additional random post repair inspections

# New roles

## Quality Assurance Auditors (QAA)

- New 12 month secondment QAA roles nationally have been introduced
- These will complement our existing audit processes and increase the number of inspections we complete annually
- QAAs will be totally committed to repair quality

## Repairer Performance Consultants (RPC)

- We've introduced RPC roles nationally
- RPCs will manage our repair quality inspection data, working directly with repairers when rectification work is necessary as well as handling Repairer Premises and Equipment Audits

# Quality Inspections and Premise & Equipment Audits

- From February 2011 we'll be using new Quality criteria (on the next page) and revised Quality Inspection forms
- We'll focus on mid repair and post repair inspections
- Premises and Equipment Audits will be facilitated on a regular basis by Repairer Performance Consultants (RPC)

# Quality Inspection Criteria

Parts

**All parts authorised and invoiced must be fitted**
**Please refer to the IAG parts guideline for usage criteria**

Remove and Replace

**All authorised remove and replace items are to be carried out. Where applicable, R&R's should comply with manufacturers specifications**

Repairs

**All authorised repair operations are to be carried out to an acceptable standard, this includes all structural items to be free from kinks and align to adjacent panels**
**Note: acceptable body filler thickness should apply as per the product recommendations**

Panel Alignment

**Panel gaps are to be consistent to the vehicle manufacturers gaps. Ensure the doors, boot lid and all swinging panels are opening freely and not binding.**

Welding/Bonding

**All welds, where possible are to be carried out as per manufacturer recommendations, or comply with alternative manufacturer recommendations including bonding and riveting. Spot and Inverter welders are to be used when indicated by the manufacturer or other industry recognised recommendations.**

**Paint Operations**

All paint operations authorised must be carried out. Inspect for :

**Colour Match**
Paint colour should reflect the pre -accident finish. Plastic components may vary in colour; always check "like" parts of the vehicle for variation. Colour variations may also occur with metallic finishes.

**Blemishes**
The paint film is to be free from any dust or dirt particles, preparation marks, runs or dry spray. Factory finishes are not perfect so consideration should be given to minor blemishes in obscure or insignificant areas.

**Gloss Levels**
Gloss levels are to be consistent to the remainder of the vehicle, the gloss level should be judged on its merits.

**Texture/Finish**
The texture or finish (peel) is to be consistent to the remainder of the vehicle taking into consideration any previous repairs.

**Paint Blends**
Blends are to be consistent with the pre accident finish e.g. Peel texture and colour

**Interior Colours**
Interior paint colour and coverage are to be consistent with the pre accident finish.

**Sealers, Adhesives, Foams**
All body, sound and structural foams are to be replaced to manufacturers specifications where available, or comply to other industry recognised recommendations. Spray sealers and anti-chip coats are to match the appearance of the pre accident finish. Repair areas should be internally coated to prevent corrosion.

**Structural Mechanical and Occupant Safety Definitions**

**Structural -** Any component identified as a part of the vehicles structure, such as the chassis rails, skirts, inners panels, pillars, floor panels. i.e. Repair or replacement of structural components that affect the vehicle's safety performance

**Mechanical –** All components identified as mechanical, may include engine, drive train, suspension, steering items and wheels.

**Occupant Safety –** Any component identified as part of the occupant's safety including seat belts, air bags, seats and any other SRS system fittings.

*All structural, mechanical and occupant safety parts authorised and fitted must comply to IAG Parts Guidelines

**The following criteria have been developed to identify acceptable repair quality on authorised repairs for motor policies branded NRMA Insurance, SGIO, SGIC or RACV**

# What does it mean for you?

- There'll be no major changes to the way you do business with us day-to-day, but our new processes will ensure we continue to deliver the highest quality repairs
- We have better and more consistent repair quality processes in place - repairers will have more clarity around our quality standards
- It will help reinforce that our repairers are among the best in the business in delivering safe high quality repairs

# Questions

**If you have any questions, you can email:**

**Repair.quality.framework@iag.com.au**