



# 26 Tests Of Quality, Integrity & Customer Satisfaction

## Requirements & Pledges For Auto Body And Paint Shops

NARPRO 26 Tests Collision,V7,2011,01,31.doc

	<b>MEET THESE REQUIREMENTS</b>	
1	<b>Local And Independent</b>	Not A National Chain, Franchise Or Owned By An Insurance Company – Maximum Four Locations In A Metropolitan Area Or NARPRO Territory
2	<b>Experienced</b>	Owner/Manager 10+ Years; Technicians Average 8+ Years
3	<b>Highest BBB Rankings</b>	Rating Of A-, A, Or A+ And No Unresolved Complaints
4	<b>Certification &amp; Training</b>	Technicians Must Have ASE, I-Car Or Manufacturer’s Training (Other Certifications May Qualify)
5	<b>95% Customer Satisfaction Rating</b>	Maintain An Initial And Ongoing CSR Of 95% Or More. Must Submit Customer List For Random Survey Before Acceptance To The Network. Once On The Network You Agree To Utilize Our “Full Circle” Review Process
6	<b>Neat &amp; Well-Maintained Facility</b>	Floors, Paint, Furniture, Parts Room, Shop, Parking Lot, Landscaping, Signs. Free Of Old Parts And Tires, Pooling Oil/Fluids, Trash, Etc.
7	<b>Customer Areas</b>	Neat And Clean Customer Waiting Area & Restrooms
8	<b>Environmentally Responsible</b>	Conform To All EPA Guidelines For Handling Of Hazardous Materials Including EPA Section 609 Certification
9	<b>Estimates &amp; Authorization</b>	Provide Detailed Computer-Generated Estimates With Digital Imaging
10	<b>Quality Parts</b>	To Ensure Proper Fit And Finish, Maintain Manufacturers Warranties And Customer Specifications
11	<b>Insurance</b>	Maintain Worker’s Comp, And A Minimum \$1,000,000 Garage-Keepers
12	<b>Credit Rating</b>	Good To Excellent
13	<b>Service Bays</b>	Minimum 3 Service Bays
14	<b>Equipment</b>	Up-To-Date Equipment In A Good State Of Repair (Minimum Investment \$150,000) With A Satisfactory Complement Of Hand And Power Tools – Including: <ul style="list-style-type: none"> <li>• A Computerized Frame Measurement System</li> <li>• A Multi-Point Frame Pulling Machine</li> <li>• EPA Conforming Paint Booth</li> </ul>
15	<b>Primary Business</b>	90% Of Business Derived From Collision Repair Services
16	<b>Specialty Tools</b>	Shops That Specialize In Specific Marques Must Have Proof Of Training, Tools And Diagnostics To Support That Marque
	<b>HONOR THESE PLEDGES</b>	
17	<b>Free Local Shuttle</b>	Or Car Pick-Up Service
18	<b>We Will Take All The Time You Need</b>	To Answer Questions, Discuss The Work You’ve Done And Educate Your Clients In The Overall Condition Of Their Car
19	<b>We Will Resolve Problems Fairly</b>	Agree To Do Our Utmost To See That Our Customer Issue Gets Resolved Quickly And Fairly. Keep Detailed Records On Any Such Dealings And Agree To Work Through The BBB To Mediate And Adjudicate Any Dispute That Cannot Be Resolved Between The Shop And The Client.
20	<b>We Will Follow Up</b>	On Each Repair Job To Confirm Our Customer’s Satisfaction With Our Work And Give Them A Chance To Rate And Review Their Experience Through NARPRO.Com
21	<b>Lifetime Warranty</b>	On Paint And Workmanship For As Long As Client Owns Their Vehicle
22	<b>Minimum Warranty On Mechanical Repairs</b>	12 Months/12,000 Miles Parts & Labor On All Work We Do
23	<b>Upgraded Warranty On Mechanical Repairs For VIPs</b>	Upgrade To 24 Months/24,000 Miles For NARPRO VIP Members
24	<b>Vehicle Return/NARPRO VIP Complimentary Detailing</b>	Vehicle Will Always Be Washed When Returned Plus A Complimentary Detailing Will Be Given To NARPRO VIP Members With Any Repair Over \$1500 (Detailing Available At A Discounted Rate If Under \$1,500)
25	<b>On-Time Guarantee</b>	If A Client Shows Up And Their Car Isn’t Ready On The Day Promised, You Will Provide A Complimentary Rental Or Loaner Car
26	<b>Client Advocacy</b>	Intercede With Client’s Insurance Company To Assure The Vehicle Is Repaired Correctly, Using Specified Quality Parts That Will Not Void The Manufacturer’s Warranty