



# 26 Tests Of Quality, Integrity & Customer Satisfaction

## Requirements & Pledges For *General Repair And Maintenance Shops*

NARPRO 26 Tests General Repair,V7,2011,01,31.doc

	<b>MEET THESE REQUIREMENTS</b>	
1	<b>Local And Independent Family-Owned</b>	Not Part Of A National Chain – Maximum Four Locations In A Metropolitan Area or NARPRO territory
2	<b>Experienced</b>	Owner/Manager 10+ Years; Technicians 8+ Years Average
3	<b>Highest BBB Rankings</b>	Rating Of A-, A, Or A+ With No Unresolved Complaints
4	<b>Certification &amp; Training</b>	Technicians Must Be ASE Certified And/Or Manufacturer’s Training At Least 1 ASE Master Tech Per Shop Is Preferred (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 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>	Must Provide Detailed Estimates And Obtain Authorization Before Servicing
10	<b>Quality Parts</b>	Install Parts That Meet Or Exceed Manufacturer’s Standards. Return Used Parts Whenever Requested, Except Core Exchanges
11	<b>Insurance</b>	Maintain Worker’s Comp, And A Minimum \$1,000,000 Garage-Keepers
12	<b>Business Credit Rating</b>	Good To Excellent
13	<b>Service Bays</b>	Minimum 3 Service Bays With Lifts
14	<b>Equipment</b>	Up-To-Date Equipment Per NARPRO Specifications, In Good State Of Repair With A Satisfactory Complement Of Tools and Diagnostic Equipment
15	<b>Primary Business</b>	90% Of Business Derived From Vehicle Repair And Maintenance 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>You Will Take All The Time The Customer Needs</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 Recommend Only Necessary Work</b>	We will inform our clients of work that may need to be considered in the future as well as any safety concerns
20	<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.
21	<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
22	<b>Minimum Warranty</b>	12 Months/12,000 Miles Parts & Labor On All Work We Do
23	<b>Upgraded Warranty For VIPs</b>	Upgrade To 24 Months/24,000 Miles For NARPRO VIP Members
24	<b>Complimentary Inspection For VIPs</b>	NARPRO VIP Cardholders Are Entitled To Receive A Complimentary Multi-Point Vehicle Inspection Upon Request.
25	<b>Honor NARPRO VIP Card</b>	10% Discount on Labor. You will make note of the VIP status in your system so customer always receives the VIP discount without having to show card
26	<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