

# 08 | QUALITY CONTROL BEFORE VEHICLE DELIVERY

## Standard Benefits

- **Customer:** Avoid workshop returns for faulty workmanship. Have a vehicle repaired properly and in accordance with her/his request at first sight.
- **Dealership:** Identify and correct the non-quality before the return. Avoid returns. Reduce margin consumption. -> FIX RIGHT FIRST TIME.

**Main functions concerned:** Aftersales Manager, Technician, Quality Controller.

## 1 Self-control and quality control

### 1<sup>st</sup> level of quality control:

- Self-control of the technician throughout the works with formalization on the Repair Order (Check of each work line made according to the label) and on the Complete Inspection Checklist.

### 2<sup>nd</sup> level of quality control:

- Quality control carried out by a person nominated by the Aftersales Manager (i.e: the workshop foreman...).
- Quality control formalized on the Repair Order and on the Quality Control Checklist document detailing the controls: documentaries, static and dynamic.
- Quality control must be carried out by checking repair order, all the vehicle and not only the repair done, the documentation handover to reception. The car must be perfect when returned to Customer.

### In case of rework:

- except for work overload, competency, the Quality Controller asks the Technician who worked upstream on the vehicle to apply the fix
- the patch and root cause are formalized in a sheet to define an action plan if necessary.

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## 2 Quality control according each type of intervention

### Maintenance/maintenance

Documents to use:

- Technician → Complete Inspection Checklist
- Quality Controller → Repair Order and Quality Control Checklist

Frequency of quality controls:

- 100% of interventions

### Diagnosis/Other Interventions

Documents to use:

- Quality Controller → Vehicle Reception Checklist + diagnostic balance + repair range + Repair order and Quality Control Checklist

Frequency of quality controls:

- 100% of interventions

### Bodywork

Documents to use:

- Technician → Works Continuous Control Form
- Quality Controller → Repair Order and Quality Control Checklist

Frequency of quality controls:

- 100% of interventions

The Workshop Foreman should verify his staff's work by implementing an extra quality control on 5% of repaired cars.

Supporting doc : [Quality Control Checklist](#)

## 3 Electric vehicle specificity

Vehicle charging if battery level less than 70%

*Reminder: This load shall not affect the time of the vehicle return agreed with the Customer*

## 4 Quality Controls Animation

Made by the Aftersales Manager.

Monitor its quality indicators daily

Check a few files to ensure that the quality control process is applied and effective. Remind that 100% of vehicle's repairs must be covered by a quality control.

Documents to be used for verifications:

- Full Folders

Frequency of quality controls:

- Minimum 2/week on already checked vehicles

To ensure the animation of workshop returns & reworks by defining action plans with follow-up, allowing elimination of recurrences.