



## Quality Control Program

Quality control is the foundation to our customer service. It consists of a four point review using the ARA Damage codes. Meaning each part is inspected 4 times before leaving the premises. It is extremely vital that you learn each point of the inspection process.

**NO SUPRISES**

**This is our company motto.**

The first leg in the Quality Control Program is Car Inventory. This is when the car first arrives at the facility. It is given a stock # and is inventoried with a Pre Dismantling Report. At this time the inventory personal will decide what parts are sellable and what is not. **NOW** Some parts that are inventoried can not be verified, because they are under the car or they are around the impact area and can not be removed to be inspected.

The Second leg in the Quality Control Program is the Dismantler. After the dismantler brings in the car and prints the dismantling report. You will use the report to see what parts have been cataloged and what condition they show to be in. If the part is as described then you will place a check mark on the report next to the part being inventoried. If the part is not as described you will use the ARA Damage codes and write down the correct amount of damage. (Left Front Door 5p1)

The Third leg in the Quality Control Program is the Parts Puller. After a part is sold and placed on a Workorder, as a parts puller your job is to make sure that the part is as described by the workorder using the ARA damage codes. If the part (example: door 611) shows 1 hour on the workorder, but when you look at the part it shows parking pings in the center of the door. You will add 5p1 to the workorder and notify you manager if the part will still work for the customer.

The Fourth leg in the Quality Control Program is the Delivery Drivers. You are my last line of defense against the part being delivered to my customer not as described. As you are loading your trucks you need to inspect the parts to make sure that there is no hidden or missed damage. If the part is not as described with the invoice, before loading you will need to consult with your manager or salesman to make sure that the customer is notified before you delivery the part. If you deliver the part and the customer has to call a salesman to tell him that the part is not as you described it to me then the program has failed. Make sure that you are attentive and pay attention to detail.

**In our customer eyes if a part reaches them that is not as described. They consider our salesman to be liars and usually will not buy from us unless they have too.**