



The URG quality assurance program is the backbone of my quality system. This program ensures:

- 1) That I utilized an automated system (Pinnacle, Autoinfo, and Hollander) that prepares a inventory report that is used to instruct inventory personnel on the parts needed to be inspected, inventoried and determines which need to be immediately removed from the vehicle.
- 2) That inventory personnel are trained in the assessment of body parts by a qualified company employee. The training involves the use of On-The-Job training, tapes created by Counts Consulting and/or other approved methods. The training is based on a method that is documented in writing, or on video and utilizes the ARA Description of Area of Damage and a standard measurement of units of damage in the description of body parts.
- 3) The inventory personnel's report is entered into the automated system that produces computerized inventory tags that are provided to the dismantler.
- 4) The **dismantler** receives a list of parts to pull and inventory tags to be placed on the parts.
 - a) The dismantler reviews the description of damage on body parts and verifies that they are accurate according to the ARA damage codes and the standard unit of damage. If accurate he applies the URG Quality Assurance Sticker.
 - b) If the dismantler determines that the description is not accurate then he either corrects the inventory sheet noting the needed change in description or he informs personnel who have the authority to make changes in inventory descriptions.
 - c) The dismantler identifies and inventories mechanical parts that were not visible to the inventory personnel.
 - d) The dismantler applies all stock tags that identify the parts
- 5) The removed parts are placed into inventory or into the core receptacle or area.
- 6) The Parts Puller receives an invoice or work order from sales that identify the part and the location of the part.
 - a) The **Parts Puller** knows where to locate the part and can verify that the part is as described by utilizing the ARA damage location codes and standard unit of damage.
 - b) If the descriptions match the condition of the part then the parts puller verifies by using the URG Quality Assurance Sticker or Wire Tag.
 - c) If the part does not match the description than the parts puller notifies both sales personnel so that another part can be located, the customer can be notified and the part description can be changed in inventory.
- 7) If another part is to substituted then step "6" is repeated.