



New Zealand Collision Repair Association 'Quality Assurance' Programme



The New Zealand Collision Repair Association has recognised the need for quality standards in the collision repair industry for a long time.

However, with the complexities of the modern motor vehicle, coupled with the ever increasing client demands in

Repair facilities, upon attaining the standard are Certified as a 'Quality Assured' organisation meaning that all of their practises are of the highest standard and they have systems in place to constantly evaluate their performance in meeting and exceeding customer expectations.

These organisations are independently audited against the QA standard annually. If any facility fails that audit and does not rectify the situation within a satisfactory time frame, it will be removed from the programme and have all signage withdrawn.

On average it takes eighteen months to achieve accreditation, provided that you are a well organised business when you start, so Certification is no mean achievement.

So what are the advantages to the consumer of using a 'Quality Assured' facility?

By documenting procedures, mistakes and complaints and constantly analysing this data, the chance of getting it right first time, every time is greatly increased. In fact, a reduction in the quality failure rate - during some stage of the repair - from ten percent to one or two percent is the norm for a 'Quality Assured' facility and this is invariably identified prior to vehicle delivery.

This constant evaluation results in greatly improved productivity which reflects in less time off the road for the customer as well as peace of mind regarding safety standards and asset value protection.

This is a remarkable achievement for a complex industry such as collision repair, especially in today's environment where constant design changes mean that very seldom are two jobs the same. Repair and refinish technicians are required to regularly attend training courses to ensure that their knowledge in repair techniques is always current.