



RE-DEVELOPMENT OF QA PROGRAMME

CRA has now redeveloped the QA Programme by way of a web based system. This new system allows members to register via the internet, you will then receive access to log into the system with a password. You are able to complete parts of this programme at any time.

There are 53 questions in total with two to four responses for each question.

Best Practice – 3 points
Good Practice – 2 points
General Practice – 1 point
Nothing in place – no points

An assessment is provided which shows a 'Pass' or 'Fail' for each question and also provides you with a 'To Do' list.

PRICING (EXCL. GST)

A one off cost of \$150.00 to sign onto the programme. Then once you have scheduled your first on-site audit a monthly cost of \$75.00 is charged. This provides you with an annual on-site verification audit (not including any follow up visits if required) which covers travel, a certificate and also covers any programme maintenance and future developments.

BENEFITS FOR IMPLEMENTING A QA PROGRAMME

- ◆ It takes a lot of stress off the owners and managers by being systemised
- ◆ You are more often proactive rather than reactive to issues
- ◆ It includes your staff in your decision making process
- ◆ This leads to huge productivity gains from increased staff satisfaction
- ◆ Roles and responsibilities are clearly defined
- ◆ Your business is better organised
- ◆ Things that need to happen on a regular basis do happen because they are planned in advance with timeframes diarised
- ◆ This removes the constant doubts about what needs to be done and when
- ◆ By constantly re evaluating all facets of your business your profitability must improve
- ◆ Having good systems in place means that you move from being an owner operator to being the owner of a true business. The business does not rely on you !
- ◆ The biggest issue facing the collision repair industry, when it comes to someone wanting to retire, is their business is them and therefore worth considerably less than its true potential value

TO SIGN UP FOR THIS PROGRAMME

Log onto www.craqa.com and then click on 'If you would like to register please click here'. Complete the required details, we will then contact you once we receive this information.

If you have any further questions please don't hesitate to contact Adrienne at the CRA National Office on 07-8470216.