

QUALITY IS YOUR BUSINESS

PM130E01

Course Format: Online training with posttest

I-CAR Points: 0.25

Estimated Duration: 1 hour

This course helps satisfy ProLevel training requirements for the following roles:



Estimator



Production Management

Course Content

Module 1—Visual Quality Assurance

Module one begins by presenting the importance of the Production Manager role in verifying that technicians complete quality control check lists using SOPs, and that OEM repair procedures are followed. The module concludes with examples of how knowing and verifying shop SOPs help ensure quality control.

Module 2— Repair Order Quality Assurance

The second module emphasizes the importance of matching the parts and paperwork to verify that the repair order is accurate. Students will learn the importance of recording customer requests as well as verifying supplements and sublet work.

Module 3— Post-Repair Quality Assurance

Students learn the importance of quality checks after the repair as well as using a pre-repair checklist for a walk-around before final inspection.

Module 4— Final Inspection Quality Assurance

The fourth module presents information about the final inspection before delivery, stressing the importance of a complete, safe and quality repair for the benefit of the customer. The course concludes with customer service index (CSI) and quality control checks.

Learning Objectives

- Verify technicians complete quality control checklists using shop SOPs
- Match parts invoices to the repair order invoice
- Verify customer requests are completed
- Compare all repairs orders, sublet work, and supplements
- Discuss the importance of quality checks after the repair
- Examine overall repair quality using shop SOPs

