



## Assurance Of Quality™ Membership Criteria

### **Legal, Business & Environmental**

*Assurance Of Quality™ shops must have:*

- Have all local and federal licenses and permits.
- Have proof of liability insurance and garage keepers' legal liability insurance or equivalent.
- Demonstrate a concern for the environment by using high transfer efficiency spray equipment and gun cleaners and other emission reducing equipment.
- Have internet access and a business e-mail.

### **Quality & Customer Satisfaction**

*Assurance Of Quality™ shops must have:*

- Offer a lifetime written warranty against defects in workmanship.
- Document on-going measurement of customer satisfaction.

### **Training & Qualifications**

*Assurance Of Quality™ shops must have:*

- The ability to produce computerized, procedure-page/P-page logic estimates.
- Proof of recent and ongoing employee technical training and certification programs (i.e. I-CAR, ASE, DuPont paint training, etc.)
- The capability to remove and reinstall suspension, engine and drivetrain or utilize a qualified sublet provider.
- The capability to diagnose airbags and safety restraints, and capable of completing OE-specified repairs using in-house equipment with certified technicians, or utilize a qualified sublet provider.
- The ability to weld using a metal inert gas (MIG) welder and have technicians properly trained on welding techniques.
- The capability to reclaim, evacuate and recharge vehicle air conditioning systems using in-house equipment and certified technicians or a qualified sublet provider.
- The capability to properly inspect a vehicle for teardown.

### **Shop Equipment**

*Assurance Of Quality™ shops must have:*

- An on-site source of current structural specifications covering the vehicle structure and wheel alignment specifications for the make, model and year of the vehicle being repaired.
- A device capable of measuring in three dimensions (symmetrical or asymmetrical unibody structures) for the type of vehicle being repaired and provide written structural documentation by computer printout or written explanation.
- A four point anchoring system capable of holding a vehicle in a stationary position during structural and body pulls.
- Electric or hydraulic equipment capable of making simultaneous multiple body or structural pulls for repairs as well as evidence of recent technical training or competence on the type of equipment being used.
- A pressurized spray booth meeting current federal and local requirements.
- The ability to complete and verify four-wheel alignment through a computer printout either from an in-house alignment system or a qualified sublet provider.