

AOQ Criteria Requirements

Legal, Business & Environmental

AOQ shops must:

- 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

AOQ shops must:

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

Training & Qualifications

AOQ 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 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

AOQ shops must have:

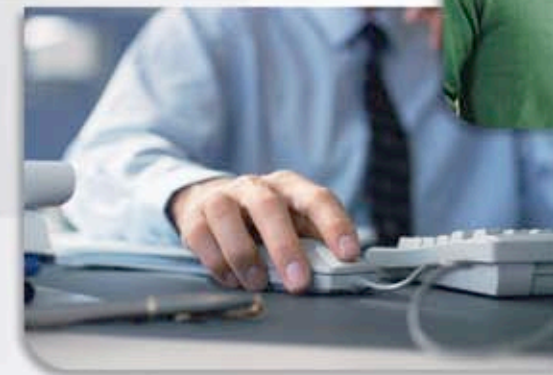
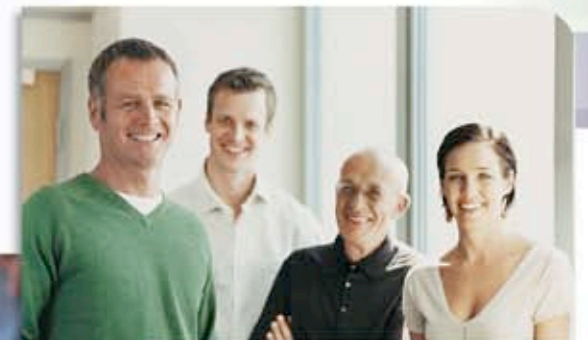
- An on-site source of current structural specifications covering the vehicle structure and wheel alignment specifications for the make, model and year of the vehicle being repaired.
- A device capable of measuring in three dimensions (symmetrical or asymmetrical unibody structures) for the type of vehicle 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.



DuPont Assurance of Quality™

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Assurance of Quality™



tools. support. efficiency.

DU PONT®
Refinish

You Deliver Quality. DuPont Assures It.

The Competitive Edge Is Yours With AOQ.

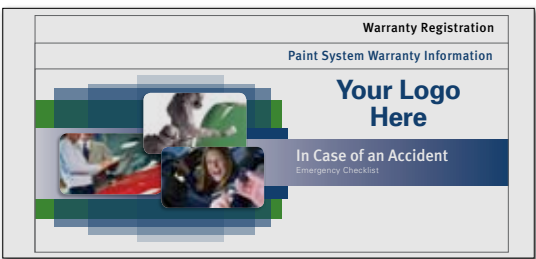
Quality minded shops that value building and improving customer relationships understand how tough it is to grow their business in today's collision repair marketplace. To stay ahead, you need a competitive edge: You need the proven performance of the Assurance of Quality program from DuPont.

AOQ Gives You The Tools To Succeed.

While hard work and skill can take you a long way, the AOQ program is designed to provide you with the marketing and management expertise needed to attract new customers while retaining the loyalty of the good customers you already have. The AOQ program can help you to create the unique competitive advantage you are looking for by utilizing the following program elements:

Co-Branding with DuPont

You can advertise your company's name and logo along with the DuPont name and logo to increase confidence and respect within your marketplace. The DuPont oval has long stood as a symbol of quality and innovation. Combined with your reputation, co-branded promotional materials – such as *Repair Document Kits*, *Confidence Counts Brochures*, and *Finish Care Hang Tags* – are the perfect way to build confidence in your customers' minds.



Repair Document Kit



Confidence Counts Brochure



Finish Care Tips Hang Tag

In addition, as an AOQ member, your shop will be listed alongside other top quality repair professionals in the “Shop Locator” section of the DuPont Refinish web site (www.performancecoatings.dupont.com). The “Shop Locator” is the perfect place for both consumers and insurers to find qualified repair facilities like yours. The AOQ logo will appear prominently next to your shop information, reminding everyone of your affiliation with DuPont Refinish.

Business Development

Increasing sales by identifying selling opportunities is a driving force behind the business improvement tools available to AOQ members. These tools are available on-line and can help you in creating and sustaining the competitive advantage you are looking for. Two examples of these tools are the Business Analysis Web Tool and the Proficient Process Audit.



Business analysis web tool



Proficient repair analysis web tool

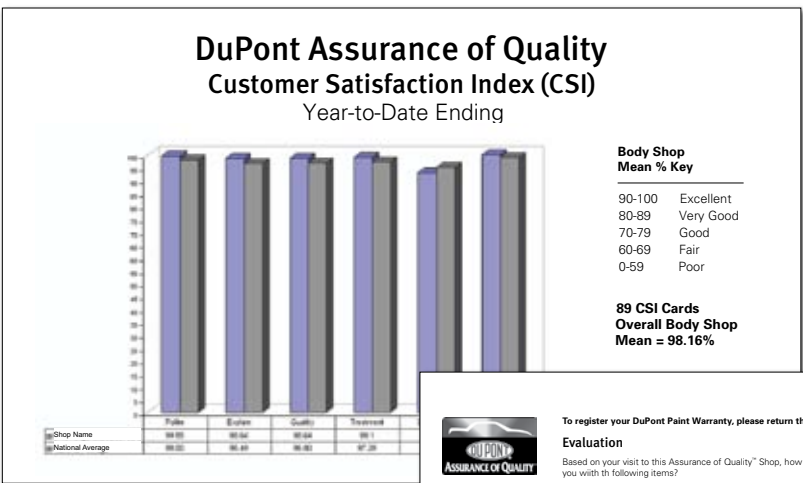
The Business Analysis Web Tool is designed to allow AOQ members to input financial data and key performance indicators, allowing them to compare their shop with other AOQ members along with industry benchmarks. The tool is easy to read and even easier to utilize and will soon become a mainstay in your shop's monthly analysis.

The Proficient Process Audit is designed to allow collision repair shops to perform self-audits on every step of the repair process. It helps you improve your workflow and maintain high quality standards by utilizing “best practices” from more than 3,000 collision repair experts.

Customer Satisfaction Indexing

Dramatically improve your business and build referrals through the use of the AOQ program's Customer Satisfaction Indexing (CSI) service.

The third party administered program is a systematic approach to measuring and monitoring your businesses performance through direct feedback from your customers. The program utilizes postage paid response cards and will provide you with quarterly reports for your use.



CSI Report Card

Warranty Registration

To register your DuPont Paint Warranty, please return this card within 10 days.

Evaluation

Based on your visit to this Assurance of Quality® Shop, how satisfied were you with the following items?

	Excellent	Very Good	Good	Fair	Poor
A. Politeness.	☐	☐	☐	☐	☐
B. Provided clear explanation of work required.	☐	☐	☐	☐	☐
C. Overall quality of repair.	☐	☐	☐	☐	☐
D. Overall treatment of you as a customer.	☐	☐	☐	☐	☐
E. Was the vehicle delivered when promised?	☐	Yes	☐	No	
F. As a result of this visit, would you recommend this shop to family and friends?	☐	Yes	☐	No	

Additional Comments: _____

Shop Name: _____ Year: _____ Make: _____ Model: _____

VIN: _____

STREET ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

YOUR SIGNATURE: _____

CSI Card

Networking

Are you looking for the industry's premier tool for building a successful business? If so, look no further than the Business Council (20 Group) program.

Made up of geographically non-competitive members, each group meets on a quarterly basis to review industry issues and discover unique resolutions to the complex problems facing today's collision repair experts. Members also benefit from direct interaction with the group's third party facilitator and quarterly financial reviews.

Join the Elite.
Become a Member of AOQ Today.

Being a member of AOQ has many rewards, and some demanding requirements. As an AOQ member, your name will be included on our official web site. It's a portal that vehicle owners and insurers can access at any time to learn your shop is a member of a select, trusted group that meets the highest industry standards. For more information, visit our web site at www.performancecoatings.dupont.com.

Or, call your local DuPont AOQ representative today. It's never been easier to become one of the best – 800.231.3172.

