



Vehicle Collision Experts, LLC  
**Get it right the first time!**

## **10 Step Vehicle Quality Process**

1. Vehicle pre-scan and diagnostics
2. Proper vehicle check in
3. Review procedures at time of estimate (not just sectioning)
4. Structural procedures provided to technician during final repair plan meeting
5. Procedures followed, and verified
6. Proper welds, and verified
7. Proper corrosion protection, and verified
8. Proper use of QC sheet, in each process, as designed
9. Proper refinish, and verified
10. Proper vehicle protection (lines, electronics, interior, etc.)

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**VECO Experts (Vehicle Collision Experts, LLC)**

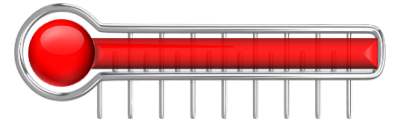
1546 NW 56th St. #545, Seattle, WA 98107

888-362-2511 / 206-771-2111

## What we see in most shops we go into the first time:

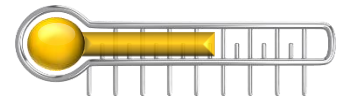
- 1- Not using QC sheet/process as designed
- 2- 200 amp welders not being used when appropriate per OEM (look at machine for rated amp output)
- 3- Not reviewing OEM procedures and following (more than just sectioning – calibration, scanning, etc.)
- 4- Cavity Wax not being used enough (each high production tech needs about a can a week)
- 5- Weld tests not being done prior to welding, and documented
- 6- Equipment not maintained or inoperable (look for dust on equipment)
- 7- Welder tips on STRSW not dressed and no new in shop
- 8- Check in sheets not being done fully (radio codes, etc. and listed as done on QC)
- 9- Incomplete frame measurements (3 section principle)

Big Rocks



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- 1- Copper WTP instead of Zinc. Zinc only on appropriate vehicle (none on Honda MAG or FCA)
  - 2- Epoxy primer not present – or being used correctly (check mixing bank for 2k epoxy)
  - 3- Vehicle protection not complete (windows, lines, parts in car, etc.)
  - 4- Painting under urethane set glass - no basecoat, clear coat – epoxy only
  - 5- Self etch primer in body department (not for use in body dept. Paint dept. only)
  - 6- Electronic file not fully documented (following the QC process – fully documented)

Medium Rocks



## Identify the gap:

- Walk through the shop and look – open interiors etc.
- Look at QC sheets for stage of proper completeness.
- Look for Repair procedures and compare dates.
- Look at welder tips on STRSW and also upper tray to see if they have backup.
- Look at closed file for in process photos, 8 point - 3 section measurements, completely filled out check in sheets and QC sheets.

***The only difference between two repairs is what you decide to do for free. There is only one way to fix a Vehicle. – Rex Dunn***

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