

INSPECTING REPAIRS FOR QUALITY CONTROL

QUA01e

Every individual who is involved in the repair process is a stakeholder and identifying the steps taken during a vehicle inspection plays an important role in achieving a safe repair. Understanding the value of conducting pre-repair and post-repair inspections, and how they can improve overall safety and reduce “come-backs,” can contribute to the efficiency of the collision repair process and ultimately to customer satisfaction.

Course Content

Module 1 – Importance for Quality Control and Inspecting Structural Repairs

In this module, the student will review the value of having effective processes for quality control and will be introduced to tools that can assist with the process. This section continues with a look at the considerations around inspecting steel and aluminum structural repairs as well as considerations for sublet repair inspections.

Module 2 – Inspecting Exterior Panels and Finish

The second module introduces the student to procedures for identifying quality repairs related to panel fit, attachment methods, refinishing, and straightening of exterior panels. The student will also review considerations around verifying proper application of corrosion-resistant coatings.

Module 3 – Pre-Delivery and Post-Delivery Inspections

The course concludes by reinforcing the value in conducting pre-delivery and post-delivery inspections. Inspection procedures done before and after a test drive are reviewed as well as considerations around conducting these procedures and communicating the right information to the customer.

Recommendations

This class covers inspections both during and following the repair process. It is recommended that students have a strong foundation in collision repair and a general understanding of how to read an estimate. Courses that are helpful include:

- Advanced High-Strength Steel Overview (AHS01)
- Vehicle Identification, Estimating Systems, and Terminology (DAM01)
- Steering and Suspension Damage Analysis (DAM06)

Registration

To register for Inspecting Repairs for Quality Control (QUA01e), visit the I-CAR website at www.i-car.com.

Course Highlights

Points: 1

Estimated Duration: 3 hours

Format Option:

- Online instruction with test

Meets I-CAR® ProLevel™ or annual training requirements for the following roles:



ESTIMATOR



AUTO PHYSICAL DAMAGE APPRAISER

After completing this course, you will be able to:

- Explain the importance of conducting pre-repair and post-repair inspections.
- Identify repairs that should be inspected before coatings are applied.
- Explain how to use various inspection tools to access hard-to-see repair areas.
- Describe considerations for pre-delivery and post-delivery inspections.
- Understand how to effectively communicate information regarding repair to the customer.



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