

# VOLVO

## **VOLVO BODY AND PAINT CERTIFICATION PROGRAM - HOW TO GET INVOLVED**

### **Volvo Body and Paint Certification Program Objective**

- Increase Volvo's share of the collision repair business
- Increase customer retention
- Increase retailer/customer loyalty
- Increase the profitability of the Volvo Network.
- Work with insurance companies to promote the use of Volvo certified repair facilities and include them on their list of approved repairers; increasing market share of the collision repair business handled by certified repair facilities.

### **Volvo Body and Paint Certification Program Standards**

- The following elements are included in the certification process:
  - Premises
  - Customer reception
  - Workshop area
  - Management policies
  - Marketing and business planning
  - Staff competencies and training
  - Tools and equipment must meet Volvo standards:
    - Volvo special tools
    - Spot welder
    - Body alignment bench
    - Down draft spray booth
    - Paint system
- Only retailers and their approved repair facilities may use the Volvo Body and Paint Service Center name and or collateral material once they have been approved by the field organization, signed the agreement, and have had Volvo Body and Paint Service Center standards installed.
- Retailers should always be the point of contact for the customer requiring collision repairs. The retailer can choose to either operate their own repair facility or sublet the work to a certified independent repairer.

### **Process to Apply for the Volvo Body and Paint Certification Program**

- Retailer signs agreement
- Retailer and repair facility complete self-assessment workbook
- Volvo representative conducts onsite review of workbook
- Action plan agreed to meet standards if required
- Verification form and workbook submitted for final approval
- Volvo customer service central office award certification
- Certification valid for:
  - 12 months for an independent repair facility
  - 24 months for a retailer owned repair facility

**FOR MORE INFORMATION, PLEASE CONTACT YOUR LOCAL VOLVO RETAILER.**