

Australian Standard™

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**Quality system guidelines**

**Part 11: Guide to  
AS/NZS ISO 9002:1994 for the  
motor vehicle maintenance and  
repair industry**

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This Australian Standard was prepared by Committee QR/2, Quality of Service. It was approved on behalf of the Council of Standards Australia on 27 February 1998 and published on 5 May 1998.

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Australian Automobile Association  
Australian Organisation for Quality  
Australian Retailers Association  
Department of Defence (Australia)  
Electricity Supply Association of Australia  
Institution of Engineers Australia  
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Quality Society of Australasia  
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Institute of Automotive Mechanical Engineers  
Motor Traders Association of New South Wales  
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## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/2, Quality of Service.

The Standard is the result of a consensus among Australian and New Zealand representatives on the Joint Committee to produce it as an Australian Standard.

The objective of this Standard is to provide guidance to those involved in the motor vehicle maintenance and repair industry on the application and implementation of AS/NZS ISO 9002:1994, *Quality systems—Model for quality assurance in production, installation and servicing*.

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## FOREWORD

This Guide is intended for use by those in the motor vehicle maintenance and repair industry who wish to implement a quality system based on AS/NZS ISO 9002:1994, *Quality systems—Model for quality assurance in production, installation and servicing*. Since, in this industry, little or no design is carried out (and what is carried out relates to the service aspects rather than to vehicles), the Committee considered that AS/NZS ISO 9002 was the appropriate quality system Standard.

This Guide is specifically written with small providers and their customers in mind and is based on the work practices normally found in the industry.

Since AS/NZS ISO 9002 describes a number of good business practices, many operators will find that they are carrying out many of the requirements specified but that these are not being sufficiently documented or recorded. This quality system Standard does not impose anything that is totally new to the industry.

In this Guide the business practices used in the industry are described and it is shown how these practices relate to AS/NZS ISO 9002 in both the body of the Guide and in flowsheet form in Appendix A.

By using this Guide, those in the industry should be able to see how their operations can readily comply with the requirements of AS/NZS ISO 9002. To assist in the understanding of the correlation, Appendix B provides a matrix linking the Clauses of this Guide to the Clauses of AS/NZS ISO 9002.

In this Guide where applications or lists are given, they are not intended to cover every situation but to provide typical examples commonly found in the industry.

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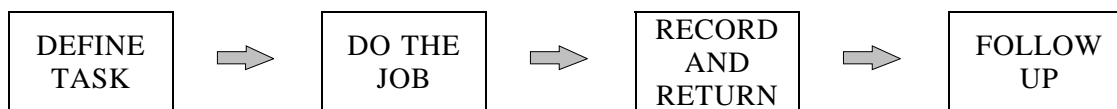
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## GENERAL

Most motor vehicle service shop operators see themselves as providing a service to a customer, whether it be the repair and maintenance of motor vehicles or the repair of damaged vehicles.

The work list could be broadly broken into four steps—



### 1 DEFINE THE TASK

When a customer first contacts you about some work to be carried out on a vehicle, you need to establish what is to be done. There are a number of steps you might go through, some of which are—



- first contact;
- establish the customer expectations, i.e. what the customer sees the work to be;
- initial inspection diagnosis;
- review records (if the vehicle has been in before);
- agree on work to be done (including initial estimate);
- changes to the agreed work.

#### 1.1 First contact



The first contact with the customer about work on a vehicle can occur in a number of ways and some examples are:

- The customer may ring and book the vehicle in, broadly indicating what work the customer thinks need to be done.
- The customer may drive in and ask for an estimate for certain work.
- The vehicle may be towed in after a breakdown or crash. In this case, you may need to contact the customer.



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