

## Quality Control Supports Loss Reduction Too!

Strong quality control procedures protect your business reputation, help control the cost of doing business, and support a good risk management strategy. Claims involving improper repair allegations average \$7,000 to stratify all parties involved. While the cost associated with these claims fluctuates due to a variety of circumstances, a good quality control process is important to minimize costs for everyone involved.

You can take the following proactive steps to help prevent these claims from happening at your business:

- **Provide a written appraisal.** Have customers sign and date your estimate to validate their agreement to do the work.
- **Stick to your estimate.** Always contact customers about any unforeseen costs or additional repairs that need to be done, and obtain their permission before proceeding.
- **Never service a vehicle that you do not know how to service.** Many specialty and newer model vehicles require service to be performed by the dealership. Improper removal of specialty parts can result in extensive damage. If you damage one of these parts, let the customer know so it can be taken to a dealership for immediate repair.
- **Check your work!** The importance of checking your work cannot be understated. Establish a quality control procedure, and share it with your customers. The service manager or designated technician should review all work. If you are the only mechanic at your shop, take time to double-check your work. Pay particular attention to tires, oil plugs, and the amount of oil in the engine.
- **Follow specifications.** Many parts require a specific torque level for proper installation. If you don't know the torque level, find out. "Hand tightening" may not be sufficient.
- **Have the right tools for the job.** Having the right tools for the job not only helps to perform the service correctly, it can help you save time and money.

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If you have a safety or risk management question or a suggestion for a topic, please contact Markel's Risk Management Department at [safety1st@markelcorp.com](mailto:safety1st@markelcorp.com).