SAMBRA Accident Damage Repairs

Non-Structural Process Flow Diagram

Starts here

1. Insurance quotation request
2. Contact Customer to arrange vehicle viewing
3. Walk-in Customer
4. Capture damage detail and photos (if required)
5. View damage photos
6. Prepare Quotation
7. Convert to Audatex (if required)
8. Insurance/ Customer authority received after negotiations and agreement on repair cost
9. Contact Customer to confirm if repair to proceed **Yes/No**
10. Repair documentation generated
11. Order parts required via email & confirm ETA
12. Parts arrive, checked & vehicle scheduled for repairs
13. Customer books in vehicle which is sanitised, disassembled & re-Inspected for unseen damage
14. Unseen damage report written for additional damage, approved & parts ordered (if required)
15. Non-Structural/ Body repairs completed & new parts installed (if required)
16. Corrosion protection re-applied to repaired areas
17. All repair work & alignment inspected
18. Vehicle prepped, primed & blocked
19. Vehicle masked, taped & placed in spray booth
20. Vehicle undergoes a multi-step refinishing process
21. Vehicle reassembled, wheel alignment,detailing, final quality inspection & sanitised
22. Repairs completed & owner notified to collect vehicle

SANITISING during REPAIR PROCESS:

- All Walk-in Customers sanitise prior to entering the premises.
- Vehicle sanitised (and covers put on) on arrival before entering the workshop.
- Parts arrive, checked and vehicle scheduled for repairs.
- Vehicle sanitised between each workstation.
- Vehicle washed - also part of sanitising.
- Vehicle parked on delivery bay and sanitised again.
- Vehicle delivery: Keys sanitised and handed to customer to touch and enter his vehicle at this point.

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