



NATIONAL  
AUTOMOBILE  
DEALERS  
ASSOCIATION

# Where Performance Meets Profit: The Dealer Body Shop



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# Gross Profit & Performance Goals

	Your Shop's Current Performance Percentage:	Your Shop's Goal Performance Percentage:
Labor Gross Profit		<b>65%</b>
Parts Gross Profit		<b>36%</b>
Materials Gross Profit		<b>50%</b>
Technician Proficiency		<b>200%</b>

# Body Technician Score Card

Check the box where your shop falls.

Monthly revenue per body technician:

- |                          |                  |   |                 |
|--------------------------|------------------|---|-----------------|
| <input type="checkbox"/> | \$100,000        | = | <b>A++ Shop</b> |
| <input type="checkbox"/> | \$85,000         | = | <b>A+ Shop</b>  |
| <input type="checkbox"/> | \$70,000         | = | <b>A Shop</b>   |
| <input type="checkbox"/> | \$60,000         | = | <b>B Shop</b>   |
| <input type="checkbox"/> | \$50,000         | = | <b>C Shop</b>   |
| <input type="checkbox"/> | \$40,000 or less | = | <b>D Shop</b>   |

# ESTIMATE QUALITY ASSURANCE CHECKLIST

Complete Tear Down

SIGNATURE/REVIEWED

Detailer

Writer/Estimator

Parts

Body Man

Mechanic

Painter

Additional Revenue/NONE

Engine Scanner

OEM Schematics for All Manufacturers

Internet Access

Estimates Written at Car

Parts Price Checking

Pre-Estimate Test Drive

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# Quality Assurance Checklist

Stage 1A Disassembly			Stage 4 Assemble			Stage 4 Assemble Continued		
Pass	Fail	Work Order Reviewed	Pass	Fail	Work order reviewd	Pass	Fail	Moldings
Pass	Fail	Parts Cart	Pass	Fail	QC Stage 3 completed	Pass	Fail	Emblems
Pass	Fail	New Parts Checked	Pass	Fail	Obtain all parts	Pass	Fail	Stripes
Pass	Fail	Disassemble per work order	Pass	Fail	Check parts	Pass	Fail	All personal items returned to vehicle
Pass	Fail	ID any parts or damage not on work order	Pass	Fail	Assembly vehicle	Pass	Fail	All parts & tools removed from vehicle
Pass	Fail	Complete supp card and give to production manager	Pass	Fail	All bolts tight	Pass	Fail	Road test
QC Signature: _____			Pass	Fail	Body lines & gaps	QC Signature: _____		
Stage 1B Supplement Review			Pass	Fail	Paint/ dirt/ runs	Stage 5 Detail		
Pass	Fail	Supplement Review Completed	Pass	Fail	Alignment	Pass	Fail	Work order reviewed
QC Signature: _____			Pass	Fail	Headlights	Pass	Fail	QC Stage 4 Assembly
Stage 2A Repairs			Pass	Fail	High beams	Pass	Fail	Touch up vehicle
Pass	Fail	Work Order Reviewed	Pass	Fail	License lamps	Pass	Fail	Masking removed
Pass	Fail	QC Stage 1 completed	Pass	Fail	Fog lamps	Pass	Fail	Overspray removed
Pass	Fail	Parts checked	Pass	Fail	Tail lights	Pass	Fail	Undercoating
Pass	Fail	Reviewed work order for supp/completed supp card	Pass	Fail	Brake lights	Pass	Fail	Vehicle De-nib
Pass	Fail	Repaired veh per work order	Pass	Fail	Reverse lights	Pass	Fail	Exterior clean
Pass	Fail	Pre-fits parts	Pass	Fail	Turn signals	Pass	Fail	Jambs clean
Pass	Fail	Metal work straight	Pass	Fail	Interior lights	Pass	Fail	Tires dressed
Pass	Fail	Welds Correct	Pass	Fail	Trunk light	Pass	Fail	Engine compartment clean
Pass	Fail	Seam sealer correct	Pass	Fail	Jack & spare tire present	Pass	Fail	Interior cleaned
Pass	Fail	Corrosion protection	Pass	Fail	Engine light on	Pass	Fail	Radio stations programmed
Pass	Fail	Body lines and gaps	Pass	Fail	ABS/Airbag light on	Pass	Fail	Glass cleaned
Pass	Fail	All bolts tight	Pass	Fail	Wipers	Pass	Fail	Vacuumed
Pass	Fail	ALL R&I completed	Pass	Fail	Power locks	Pass	Fail	Trunk clean
QC Signature: _____			Pass	Fail	Power windows	Pass	Fail	All parts & tools removed from vehicle
Stage 2B Supplement Review			Pass	Fail	Mirrors	Pass	Fail	All personal items returned to vehicle
Pass	Fail	Supplement Review	Pass	Fail	Heating & AC	QC Signature: _____		
QC Signature: _____			Pass	Fail	Rear defogger	Notes:		
Stage 3 Paint			Pass	Fail	Radio / codes			
Pass	Fail	Work Order Reviewed	Pass	Fail	Clock			
Pass	Fail	QC Stage 2 completed	Pass	Fail	Power seats			
Pass	Fail	Small parts ID for paint	Pass	Fail	Power antenna			
Pass	Fail	No missed dents/ chips/ scratches	Pass	Fail	Seat belts (all)			
Pass	Fail	Metal work straight	Pass	Fail	Horn			
Pass	Fail	Color spray out	Pass	Fail	Hood release			
Pass	Fail	Color match	Pass	Fail	Trunk release			
Pass	Fail	Jambs/ no lines/ overspray	Pass	Fail	Fuel door release			
Pass	Fail	No runs	Pass	Fail	All locks working with key & remote			
QC Signature: _____			Pass	Fail	Alarm working			
			Pass	Fail	Battery cables tightened			
			Pass	Fail	Tire pressure			
			Pass	Fail	Lug nuts tight			
			Pass	Fail	Engine oil			
			Pass	Fail	Power steering fluid			
			Pass	Fail	Trans fluid			
			Pass	Fail	Coolant			
			Pass	Fail	Brake fluid			
			Pass	Fail	Washer fluid			
			QC Signature: _____					