



# VeriFacts VQ

## Frequently Asked Questions

### 1. Why VeriFacts?

VeriFacts delivers trust to the consumer so that they can choose the right collision repair facility.

### 2. What is VeriFacts VQ?

VeriFacts Verified Quality (VQ) is the status where we recognize shops that demonstrate superior output in all aspects of the repair process. VQ facilities open their shops to independent verification experts and are recognized by industry stakeholders and consumers alike for their excellence in collision repair.

### 3. Who is VeriFacts?

VeriFacts was started in 2002 when an audit of thousands of bad repairs uncovered habitual problems. Today, VeriFacts Automotive is the recognized industry expert in superior quality management, sustainability and innovation. As the industry's only independent, third-party quality verification service, we offer expert oversight, analysis, coaching, education, and technology designed to ensure consistent excellence in all collision repair outcomes.

### 4. What is included in the VeriFacts program subscription?

1. One unannounced visit per month
2. Toll free technician support line
3. The VeriFacts Topic of the Month
4. One whole shop clinic per year
5. Monthly quality management reports and benchmarking against other shops in the state and nation

### 5. How do I achieve VQ (Verified Quality) Shop Status?

To become VQ, a coach will first give a shop a Quality Calibration. Then they will return for unannounced monthly visits. After each monthly visit, a report of the coach's feedback will be delivered to management. Once a shop has demonstrated that they perform the proper repairs based on that feedback, a shop will be invited to become a Verified Quality (VQ) shop. VQ shops commit to performing the correct repair each and every time.

### 6. How long does it take to become VQ after I sign up?

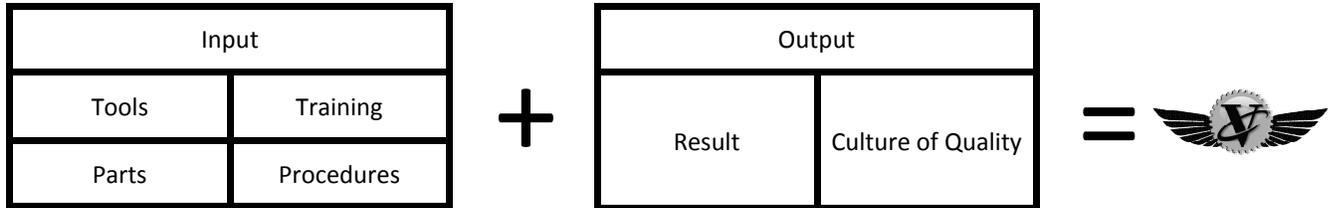
After you sign up, your local VeriFacts coach will arrange a time to do a Quality Calibration. Since the Quality Calibration takes people away from their duties for an hour to an hour-and-a-half, we must arrange a time that works for you. After the Quality Calibration, it will take a minimum of 2 additional monthly visits to achieve VQ status.



# VeriFacts VQ FAQ

## 7. How is VeriFacts different from other certification programs?

Other programs only check the inputs to determine a shop's ability to execute proper repairs, i.e. "Does the shop have the right training?" VeriFacts is the only program today in the Collision Repair Industry that verifies inputs and outputs.



## 8. How does the monthly coaching work?

VeriFacts coaches are experts in collision repair, chosen from only the best and most experienced in the industry. A coach will go into a shop unannounced, at least once a month and verify inputs and outputs. If coaching is required, the coach works directly with the technician.

## 9. Does VeriFacts have a Nationwide Coverage area?

Currently our footprint is most concentrated in major metropolitan areas. VeriFacts coaches will go wherever they are welcome, but some areas may require travel costs.

## 10. Who are your current shops?

VeriFacts current VQ shops are available on our locator at <http://www.verifactsauto.com/locator/>. It is an up-to-the-minute record of VQ and VQ Medallion shops.

## 11. What does it cost to become VQ?

VeriFacts program costs \$600 per month with a 12 month commitment for the first year and drops to \$500 per month thereafter. VeriFacts coaches need a minimum of 3 months of data to declare that a shop is ready to be VQ. Verified Quality status is a recognition and cannot be bought, only earned.

## 12. What are the requirements to become VQ?

There are some equipment requirements, based on specification, but the most important requirement is to have a culture of quality that leads to the correct, safe repair.

## 13. Does VeriFacts have a toll-free support?

Toll free telephone support is available at (888) 999-9320. The support experts help when Technicians need clarification about the repair information they have been given.

## 14. Does VeriFacts offer Technical Education Programs?

VeriFacts offers in person clinics and supplemental online courses using revolutionary mastery education. The intuitive learning program used by VeriFacts Academy ([www.verifactsacademy.com](http://www.verifactsacademy.com)) teaches the participant on areas that need improvement based on questions the participant has answered incorrectly.

## 15. How do I sign up?

You can email [sales@verifactsauto.com](mailto:sales@verifactsauto.com) or call 949-272-3838



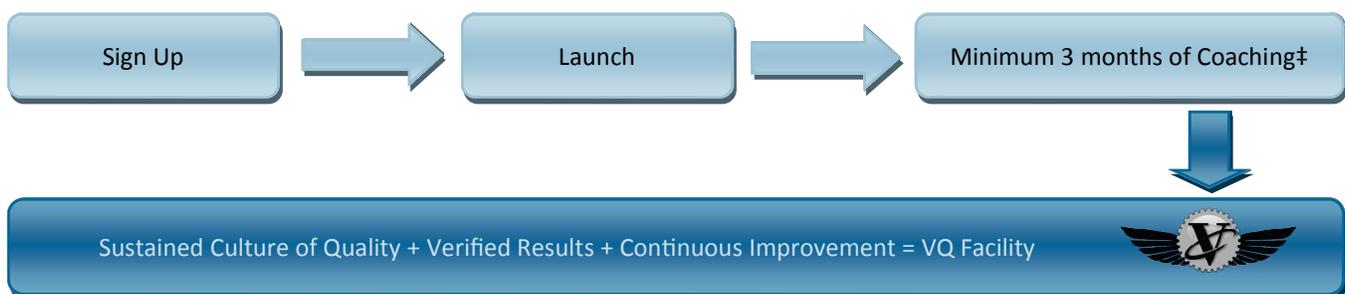
# VQ Quick Start Checklist

VeriFacts VQ shops invest in quality, but you don't need to break the bank to buy the right equipment. To be VQ requires many things; the most important equipment is:

- 220v or more Pulse Inverter Welder  
>180 Amp
- MIG Brazing Capable Welder
- Squeeze Type Resistance Spot Welder  
>9000 Amp  
>350kg Clamping Force
- 3-Dimensional Measuring Equipment with printout capability
- Frame Machine Capable of Multiple Pulls  
8500 lb lifting Capacity  
At least 4 Holding Points
- Pressurized, Heated Downdraft Spray Booth

VQ shops also invest in their culture, by implementing the tools of a culture of quality.

- Written Standard Operating Procedures
- QC Documents with Technician Signatures



‡Not every shop earns VQ. Some shops take as little as 3 months of observations, but most shops require more than 3 months of coaching to be a VQ Facility.