

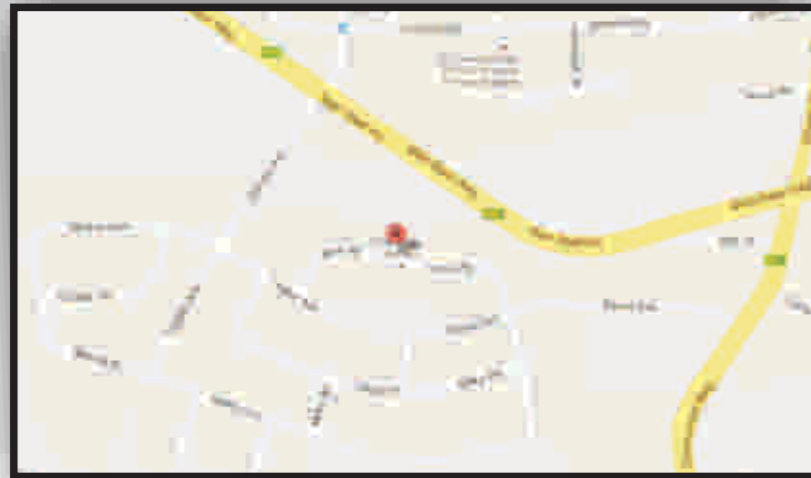
## CONTACT DETAILS

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Eurocars Autobody  
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24 Hour Emergency Towing  
071 624 7714



OUR WORLD



## MISSION STATEMENT

As a leader in the auto body structural repair industry, we are committed to providing a professional quality service of the highest order to our clients.



RECEPTION

## CORE VALUES

- We conduct our business openly, honestly and fairly and are transparent in our decision making,
- Customer service is the cornerstone of our business and can not be compromised.
- We lead by example with our positive, motivated approach and can always be relied on to deliver professional solutions



ADMINISTRATION

We have also instituted a time management system in our workshop area that will ensure quality output. This system is installed on each and every machine whereby the time taken to complete a job is done in accordance with the time standards set by the insurance companies.



QUALITY CONTROL



STAFF

## PROFESSIONAL SERVICE

We offer both standard and unique Added Value services to your company as follows:

- All major structural repairs as recognised by manufacturers specifications and insurance companies
- Affiliated with the Automobile Association and the Retail Motor Industry
- Courtesy Vehicles
- 24 hour towing service
- Excellent turn around time
- Specialists in BMW and Mercedes Benz repair
- Guaranteed workmanship
- Life time warranty on all paintwork
- Uses only R-M paints
- Latest technology usage on our premises
- Management has over 40 years of experience between them



COMPUTERISED COLOUR MATCHING

## EXECUTIVE SUMMARY

Eurocars Autobody welcomes this opportunity to present you with complete autobody major structural repairs approved by Motor Manufacturers.

## DEDICATED TO THE SATISFACTION OF YOUR BUSINESS NEEDS

Eurocars Autobody is committed to providing you with consistent, reliable, cost effective and timely service. With our experienced staff we have the ability to deliver the best possible workmanship.

## PARTNERSHIP

Eurocars Autobody proposes to work in partnership with you. Our open door policy will reflect our keen interest in your repair requirements thereby creating a mutually beneficial partnership.

### The highest standard of service - GUARANTEED

We are committed to providing superior service and optimum savings to you. Our standards listed below are your guarantee of assurance and excellence.

- As a client you will receive priority treatment in all your requirements,
- Guaranteed workmanship (24 months)
- Lifetime warranty on paint
- Latest technological advancements applicable to the industry
- A guarantee of significant after sales service



# TOTAL QUALITY MANAGEMENT

Quality at Eurocars Autobody is defined as exceeding the needs and expectations of the customer. Our goal in business is to find out what the customer wants and then fine tune the process to ensure that they get it. Quality workmanship in our organisation, is a priority.

The core concepts are:

- Continuous process improvement
- Customer satisfaction
- Quality workmanship

