

MATELICO AUTOBODY & PANEL



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1. EXECUTIVE SUMMARY

1.1 DESCRIPTION OF THE COMPANY: Matelico Autobody and Panel serves the Collision Motor Body Repair Industry.

Matelico Autobody & Panel was founded in 2007 by Mr. Rajen K Nagar. Through his business skills, sheer hard work, state-of-the-art equipment, quality workmanship and courteous service Mr. Nagar piloted this establishment to its current size, counting amongst the largest Body Repairer in South Africa. We have assets which are needed for all damages.

Prior to starting Matelico Autobody & Panel, Mrs T. Jewan founded, owned and operated Mobile Car glazers.

Mrs. Jewan has 14 employees, all of whom is invaluable to the Motor Body Repair Industry. Mrs. Jewan and his staff bring a combined total of 10 years of Motor Body Repair experience to the company.

1.2 MISSION STATEMENT: Purchasing a motor vehicle is a big investment in your life. Unfortunately, accidents do happen. When involved in an accident, you have a choice as to whom you entrust the repair work to. Matelico Autobody & Panel understands this and strives to gain you trust by providing excellent repair service.

The mission of Matelico Autobody & Panel is to become the best provider of the Motor Body Repair Industry. Matelico Autobody & Panel is dedicated to building long-term relationships with clients through quality, customer support and great after-repair service.

1.3 SERVICES: Matelico Autobody & Panel is a proud member of SAMBRA (South African Motor Body Repair Association) and achieved one of the highest rating, a Non-Structural Repairer. Matelico Autobody & Panel has all the necessary equipment and qualified staff to comply with all Major Insurance Companies and Manufacturer standard. Matelico Autobody & Panel provides up-to-date repairs, spray painting.

Matelico Autobody & Panel will strive to cater to the needs of each client and develop a strong return-customer base. Because we are in the industrial area of Strydom Park, we also offer a shuttle service either by collecting and/or dropping a client at work or at home. For clients, whose vehicles are being repaired for a week or more we do have a courtesy car. Subjected to certain terms and conditions. We will maintain and improve their current position in the industry by ongoing support to clients, extensive knowledge of the industry, superior customer service, specialized training programs for staff and competitive rates. Our staff is here to answer any questions you may have and to help you through the repair process.

1.4 MANAGEMENT TEAM AND KEY PERSONNEL:

Mrs . Tulsi Jewan Director 011 791 1114

Mr. Rajen K. Nagar Manager 011 791 1114 Rogerr@mobilecarglazers.co.za

1.5 GUARANTEES AND WARRANTIES: Matelico Autobody & Panel is passionate about providing our customers with an outstanding collision repair experience. Our standards, state-of-the-art equipment, trained craftsmen and written guarantee all totals to your complete satisfaction. All repairs that have been performed by Matelico Autobody & Panel are guaranteed. Written guarantee: Three years Workmanship and Lifetime on the Paint work.

Other items of the repair order such as parts, sublet labour, paint materials and supplies are subject to the guarantee of those suppliers. We will be happy to assist you in handling a claim under the supplier's guarantee. We are here to assist you.

1.6 BBBEE STATUS: Matelico Autobody & Panel is proud to announce that we are a Level one (1) contributor to BBBEE.

Industry training is of high importance. Matelico Autobody & Panel is accredited as a Provider of Education and Training for Automotive Body Repair and Spray Painting in accordance with the powers vested in the MERSETA by SAQA. On-the-job and in-house training is provided to all apprentices employed.

1.7 COMPETITIVE ENVIRONMENT: The quality of service and the number of providers in the Motor Body Repair Industry constantly fluctuate. Our competitive edge will be in attracting and retaining our customers with highly trained technicians and estimators, up-to-date equipment and excellent quality. We strive to have a strong return-customer base.

1.8 GEOGRAPHIC AREA: Matelico Autobody & Panel is based in Strydom Park Randburg. Our address is 297 Samantha Street Strydom Park Randburg.

1.9 CUSTOMERS: Arvato our market research shows that having a recommendation from a friend, relative or colleague has the greatest impact on people's choice of a Motor Body Repairer. Thus, the importance of excellent repairs work and great client service.

Our clients are kept informed via SMS. This is done three times a week. This information will give the client an indication of the repairs and the estimation of repair. The name and contact details of the Production Manager is mentioned in the first SMS. Any monies payable is also send via sms.

Arvato is an independent auditor for Client Service. A weekly report of vehicles completed is send via e-mail to Arvato. Arvato will contact the clients to enquire about the service received at Matelico Autobody and Repair Centre. A weekly feedback report is send back to Miss. Stacey Abrahams (Matelico Autobody & Panel), which will do a follow-up on any negative reports. Any complaints or problems are recorded and we will try to resolve any complaints within three working days. The complaint will be handled until the maximum level of satisfaction had been attained. We have an active follow-up system that is easily auditable by either the Insurance or the Manufacturers. We will encourage our satisfied customers to recommend our services to friends, relatives, colleagues and employers.

2. OPERATIONS

2.1 PREMISES : Being involved in an accident is bad enough. We would like to make you collision repair experience as comfortable as possible. This includes taking care of you, our customer, as well as taking care of your vehicle. To ensure a stress-free experience all vehicles is stored in-house. Our 3800m² work shop is equipped to accommodate 30-40 vehicles in-house. .Sufficient and safe customer parking is available and easy accessible. A separate parking bay is used by our employees.

2.2 HOURS OF OPERATION: To ensure that our customers suffer no or very little discomfort we have operation hours outside the normal working hours: Monday – Friday 8:00 – 17:00

These hours enable our customers to deliver or collect their vehicles outside normal working hours, whilst waiting time is reduced substantially.

2.3 EQUIPMENT : Matelico Autobody & Panel has state-of-the-art equipment. Our certified technicians use this technology to evaluate damage, systematically repair your vehicle to original manufacturer specifications. We also make use of computerized colour matching and heated paint booths. Matelico Autobody & Panel has all this and much more.

Our technicians are up-to-date with the latest repair knowledge. That is why all our technicians receive national training and certification programs to ensure that they have a high level of expertise needed to repair a vehicle to pre-collision condition.

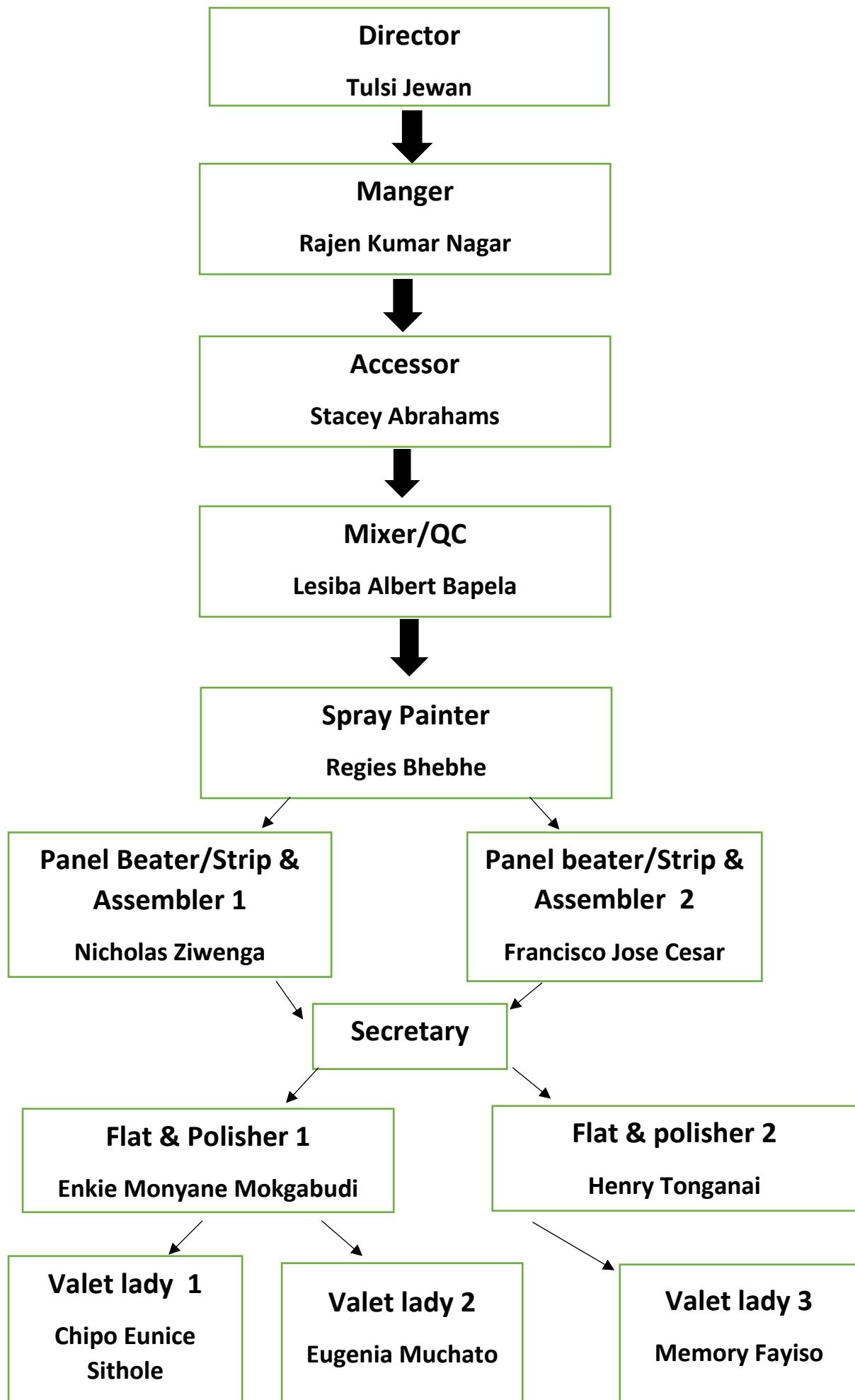
2.4 STAFFING: All employees are required to enter a service contract, which covers all the aspects of employment. All staff members have a job description and a training profile.

Our refinishing staff received on-the-job training by our paint Suppliers. All our technicians underwent a full product and equipment training to ensure safe and accurate use of these equipment's.

We have a trained in-house estimator who can provide you with a precise and accurate estimate of vehicle damage.

The Easy Costing program is used for all Final Repair Calculations. A chosen few employees has received training in First Aid, Fire Fighting and Occupational Health and Safety.

Below is the Organogram



3. BUSINESS CONTROLS

3.1 COMPUTERIZED ESTIMATES: Programs used: TMS is a program we are using to capture all damages. A printed computerized quotation is given to the client. We also capture the necessary details i.e. make, model, reg no, colour, client name, contact details, insurance, etc. TMS is also used for client service (sending sms) and costing (parts/consumables).

Our trained in-house estimator will provide you with a precise and accurate estimate using TMS. We will go the extra mile by disassembling the damaged area, to ensure that all unforeseen damages is booked, and noted by the assessor.

Job cards are compiled, recorded and passed onto our Production Managers, who delegate and record each vehicle on a production control sheet. A list for priorities and due dates is maintained to ensure on time delivery.

3.2 ACCOUNTING SYSTEM: Matelico Autobody & Panel is using a computer-based financial management system, sage accounting, TMS, Invoice 2 go. This system allows management to analyze the profitability, debtors and creditors accounts monthly. A monthly meeting with an external auditor is held to maintain a professional and effective approach to financial management.

3.3. OPERATING AND CONTROL: To maintain production levels and staff performance, daily prep talks are held at 08:10 All vehicles in Work in Progress and Customer Requirements are discussed at this meeting. Personnel are given the opportunity to participate hence keeping the lines of communication open.

A Work In Progress List is updated weekly and given to all department Managers. This is to ensure that each vehicle is recorded, and any delays are noted and passed on to the client and insurance.

3.4 QUALITY CONTROL : A quality check is applied throughout the entire process. Each department checks the quality and examines the repaired area before proceeding. Each vehicle is buffed to seal the paint work, vehicle is washed, wheels are treated and we even clean the interior. After this, our in-house quality inspector conducts a final inspection using a high standard quality checklist. We will strive to restore your vehicle to pre-accident condition.

3.5 STORE ROOMS: All parts are computer recorded, for easy reference and control. Issues are done by requisitions and recorded by the parts controller. Our trained store persons ensure that all parts are properly administrated, marked and stored. Storage racks are used for safe storage of all parts.

Paint & Consumables: These are kept separate from parts due to the inflammable nature thereof. Paint drawn from the stores for paint mixing laboratories are recorded and computerized on stock inventory for control and allocation to relative motor vehicles.

Sincerely Yours

_____ (Mr.) R. K. NAGAR Manager

4. PHOTO GALLERY

BEFORE PICTURES OF HYUNDAI I10



PHOTO GALLERY

AFTER PICTURES OF HYUNDAI I10



PHOTO GALLERY

BEFORE PICTURES OF BMW 330i

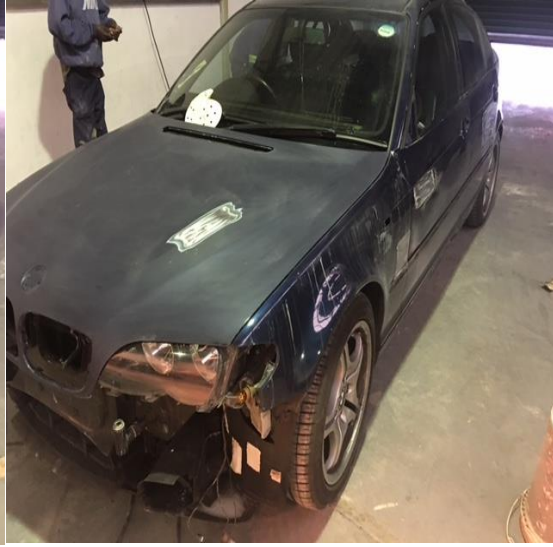


PHOTO GALLERY

AFTER PICTURES OF BMW 330i



Below is more Gallery of our workshop















5.Quick References Details:

Owner/CEO : Mrs Tulsi Jewan Manger Mr. Rajen K. Nagar Address : 297 Samantha Street ,Strydom Park Randburg ,Tel no : 011 791 1114/ 011 791 0903 E-mail : Repairs@mobilecarglazers.co.za
Website : www.mobilecarglazers.co.za Vat No : 4740266244 Reg No : 2006/155374/23 Compiled by : Miss Stacey Abrahams

Thank You

Matelico Autobody & Panel