

# Common Paint Inspection Process & Standards

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Department **Company Quality**  
Originator **Phill Lockett**

Issuing Department  
Authorised By

**Company Quality**  
**John Naughton**

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## **1 Objective/Purpose**

To provide a framework for the application of a common inspection process underpinned by one set of standards for Manufacturing Plant Customer Acceptance Lines, Transportation Pipeline and Port of Entry First Point of Rest

## **2 Areas Affected, Scope and any Exclusions**

The scope of this procedure covers the processing of vehicles through Plant Customer Acceptance Lines, and North American Port of Entry F.P.R

A variant to this process will be adopted through the transportation pipeline, ie Pass to Sales, First Point of Rest locations at UK and North American Ports (Due to transportation status of vehicle and local restrictions ie, Parking Restrictions)

All models manufactured by Jaguar Land Rover with the exception of Defender are encompassed by this procedure.

## **3 Process Flowchart or Map**

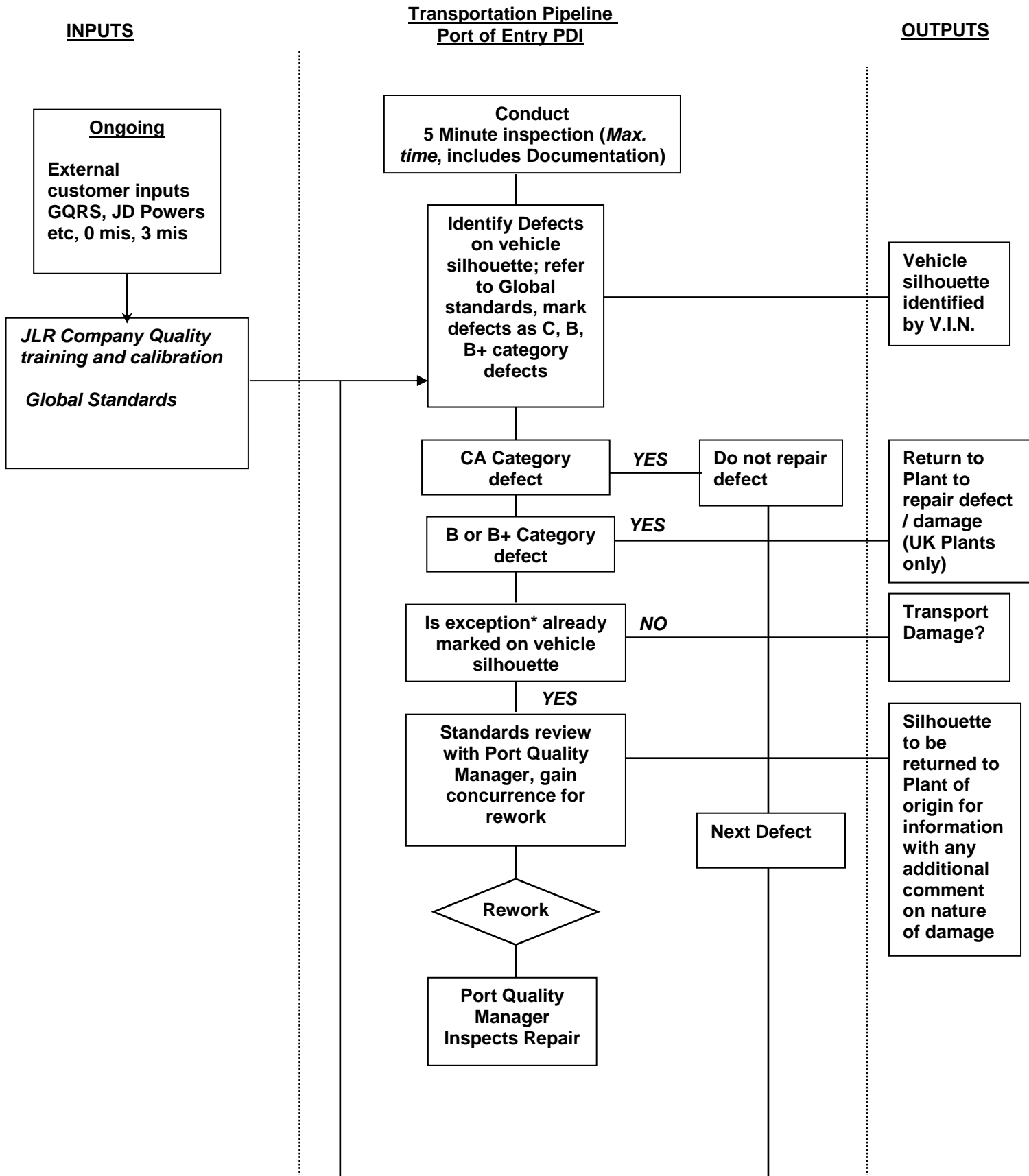
Evaluation Process – See page 2

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## 4 Roles and Responsibilities

Function	Responsibility
Plant Quality	Ensure the process is carried out and supported within the plant
Transportation Pipeline	Ensure the process is carried out and supported within the transportation pipeline
Port P.D.I. (F.P.R.)	Ensure the process is carried out and supported within the Port P.D.I. (F.P.R.)
Company Quality	Provide training in process and standards application, calibrate, certify all areas in application of process and standards periodically

## 5 Inputs e.g. Systems and/or Documents Used

PCPA Manufacturing Standards

## 6 Supporting Narrative/Rules

This is a one person process (May be a two person process to ease volume constraints, one person per side incorporating transportation restrictions ie, lockdown – only open drivers door)

Five minute total evaluation (to include documentation where required, ie, a vehicle inspected by two people can take 2.5 Mins)

Vehicle to be clean & dry (where possible - may not be clean and dry during transportation)

All vehicle inspections to be undertaken in a manner that minimises contact with the vehicle (Touch to confirm issue if required)

All metal items such as watches, rings, belt buckles etc to be removed or appropriately covered over

View each panel separately (Considering parking/space constriction)

View each panel from 1 Meter (arms length – wherever possible) with validation (validation – not detection) of concerns allowed at no closer 50cm eye height (generally from standing position – bending allowed to view bottom half of panels, spoilers etc)

View each panel straight on and from 30 to 45-degree angle (this can be done at the four corners of the vehicle – "gun-sighting" – viewing along length of vehicle allowed) paying particular attention to panel edges

View each panel in the best available light with good illumination to roof and sides of the vehicle (a minimum of 1000 lux, day light tubes recommended, the use of Sodium lighting is not permitted)

Vehicle to be inspected in the prescribed manner (see attachment 1)

Use of agreed objective standard to determine need for rework (see attachment 2)

All exceptions\* noted during the inspection are to be marked up on a vehicle silhouette along with the vehicle V.I.N, exceptions\* that require rework are to be identified with the letter B or B+ for severe issue and be objectively quantified on the silhouette prior to rework in plant, exceptions\* identified that are customer acceptable are to be identified with the letter CA (see attachment 2 for standards)

Identify all exceptions using the terminology available in the standards (see attachment 2)

For recording purposes the abbreviations C and S can be used to record Chip and Scratch respectively

Vehicle Silhouette remains with vehicle from plant of origin to Port of Entry PDI then is returned to Plant of Origin

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## 7. Outputs e.g. Records

Reports generated as a result of this procedure are subject to the requirements of GIS 1 standard.

## 8. Related References/Procedures

FAP02-004. **Premium** Consumer Product Audit  
**PCPA** Manufacturing Standards

## 9. Definitions/Glossary

**PCPA - Premium** Consumer Product Audit  
PDI – Pre Delivery Inspection  
CAL – Customer Acceptance Line  
VIN – Vehicle Identification Number  
MIS – Months in Service  
F.P.R. – First Point of Rest  
V.L.D.R. – Vehicle Loss & Damage Report

## 10. Appendices

Attachment 1 – Inspection Process  
Attachment 2 – Standards

## 11. Revision History

Date of Issue/Revision	Written / Revised by	Issue level	Summary of and reason for the new issue / revision.
September 2007	Keith Greet	Draft	New common procedure
November 2007	Keith Greet	Draft 1	Changes to permit operation of procedure at different locations (changes indicated in red)
March 2008	Keith Greet	Draft 2	Changes to reflect procedure roll out at ports
March 2008	Keith Greet	Draft 3	Changes to reflect Chapter 8 requirements
November 2008	Keith Greet	Draft 4	Change to reflect change from G FCPA to PCPA

## 12. Concurrence Details

The functions below commit to implement and operate this procedure. Evidence of agreement is held by the procedure originator (or delegate) – emails or signatures.
<b>Functions or departments -</b>
Company Quality
Plant Quality - Solihull
Plant Quality – Castle Bromwich
Plant Quality - Halewood
Pipeline Logistics
Port of Entry

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## Attachment 1

### Inspection Process

Approach the vehicle from the front, start inspection on the bonnet (hood) outer and continue around the vehicle in an anti-clockwise direction as prescribed below:-

1. Inspect Bonnet Outer panel for exceptions
2. Inspect Front Bumper/Grille for exceptions (A mirror can be used to inspect the gravel guard)
3. Inspect Front Bumper for Lashing Eye (Where Applicable)
4. Inspect LH A Post for exceptions
5. Inspect LH Wing / Side Vent / Wheel arch / claddings for exceptions
6. Inspect LHF Wheel for exceptions
7. Inspect LHF Outer Door Panel / claddings for exceptions
8. Inspect LH Mirror Housing for exceptions
9. Inspect LHF Inner Door Panel for exceptions
10. Inspect LHF Door Opening for exceptions
11. Inspect LH Sill for exceptions
12. Inspect LHR Outer Door Panel / claddings for exceptions
13. Inspect LHR Inner Door Panel for exceptions
14. Inspect LHR Door Opening for exceptions
15. Inspect LHR Quarter Panel / Body side panel / Wheel arch for exceptions
16. Inspect LHR Wheel for exceptions
17. Inspect Boot lid / Upper Lower Tailgate Outer Panel / claddings/spoilers for exceptions (as applicable)
18. Inspect Rear Bumper for exceptions
19. Inspect Boot lid / Upper Lower Tailgate Inner Panel for exceptions (as applicable)
20. Inspect Boot lid / Upper Lower Tailgate Opening Panel for exceptions (as applicable)
21. Inspect Roof / Roof Spoiler for exceptions (a stable step platform will be required to view Land Rover products)
22. Inspect RHR Quarter Panel / Body side panel / Wheel arch for exceptions
23. Inspect RHR Wheel for exceptions
24. Inspect RHR Outer Door Panel / Claddings for exceptions
25. Inspect RHR Door Opening for exceptions
26. Inspect RHR Inner Door Panel for exceptions
27. Inspect RH Sill for exceptions
28. Inspect RHF Outer Door Panel / Claddings for exceptions
29. Inspect RH Mirror Housing for exceptions
30. Inspect RHF Inner Door Panel for exceptions
31. Inspect RHF Door Opening for exceptions
32. Inspect RH Wing / Side Vent / Wheel arch / Claddings for exceptions
33. Inspect RHF Wheel for exceptions
34. Inspect RH A Post for exceptions
35. Inspect for location of Key
36. If applicable locate VLDR and / or Manufacturing Passport, exceptions documented on the VLDR are to be reported to Jaguar and Land Rover, poundgates and the liable party (where possible). Exceptions documented on the Manufacturing Passport are to be validated but NOT reported.

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## Attachment 2

### Standards

The table below prescribes the **Maximum** level of exception allowed without requirement for rework

No.	Concern	<b>PCPA allowable per panel (Would score as a C concern and would not normally lead to a repair)</b>	
		All Outer Panels*	All Inner Panels*
1			
2	Paint Scratch (Not down to Primer, surface scratch in top layer)	1 or 2 small scratches – 3mm to 20 mm	1 Large scratch 20 to 50 mm / 2 small scratches – 3mm to 20 mm
3	Paint Scratch (Not down to bare metal but primer visible)	Not Allowed	1 Large scratch up 10 mm
4	Chips & Scratches down to bare metal	Not Allowed	Not Allowed
5	Chips in Paint (Not down to bare metal, but primer visible)	1 to 2 small chips up to 1 mm diameter	1 large chip 1mm to 5mm in diameter, 2 small chips up to 1mm

\* All Outer Panels (e.g. Hood outer, Door outer, roof) Inner Panels (e.g., door inner panel, door opening panel)

In well founded individual cases exceptions may be rated up or down according to the table below. Application of the standards guideline is regularly calibrated by Company Quality

Severity	Blitz	A	B	C
Concern Type	Safety / Legal Concern	Very Annoying	Potential Warranty, TGW, Customer Dissatisfaction	Requires Improvement
Vehicle Status	No Shipment	No Shipment	Repair Concern	In most cases no repair required
Containment	Immediate containment and corrective action	Immediate containment and corrective action	Containment must reduce concern to C severity or no concern	Actions based on Area Managers Decision*

\* Perspective of Customer will be trained by JLR Company Quality