

# Quality assessment programs

Customers expect best-quality products and good value for money.



**Product quality affects customers' confidence, company image and sales.** Our quality assessment programmes will help you to:

- **Allocate your product position in the market** in terms of customer perceived quality
- **Reduce warranty costs** by early detection of quality issues at all relevant development stages
- **Capture product** ratings from a client point of view with our customer-oriented evaluation
- **Identify product strengths and weaknesses** by performing a complete vehicle reliability validation from customer's perspective

Samples are not only inspected and evaluated from a regular user point of view, but also audited from a manufacturing quality perspective by our team of specialists.

**We offer 12-months testing to meet all weather conditions in a real environment or accelerated test (AGD)** to cut down on testing time or for specific element validation. Extreme weather conditions for winter and summer seasons at specific test locations combined with mild weather with a few rainy days at sea level at IDIADA HQ, including public roads and test tracks. Real customer usage in real environmental conditions.

Intensive testing and special punctual events developed for validation of all/new features implemented in the vehicle.



We can provide a **tailor-made manual operations programme for controlled whole-vehicle ageing and wear**. Parts usage and wear progress are recorded and monitored on daily, weekly or monthly basis.

Our results are also based on **surveys issued during the test**. Those surveys are completed considering the various profiles of final users, which have been previously defined and characterized. This will provide key information and determine whether the tested product is within the requirements of the destination market.