



What does it mean to be a AASP-PA GOLD STAR SHOP?



A Gold Star Shop is a member of the Alliance of Automotive Service Providers of Pennsylvania that promotes true professionalism within the automotive repair industry. They operate their business with the highest standards, and abide by the AASP-PA Code of Ethics. Over 50% of their technicians are ASE certified, and one or more of their technicians also holds an ASE Master Craftmanship Status.

AASP-PA Code of Ethics

TO OUR CUSTOMERS WE PROMISE:

- To uphold the highest standards in professional diagnosis, service and repair by employing the best professional personnel and using state-of-the-industry equipment and quality parts.
- To offer valid written estimates, making the customer aware of charges in the repair process.
- To conform to all applicable state and local laws.
- To maintain a sense of personal obligation to our customers.
- To maintain methods to resolve customer complaints.

TO OUR EMPLOYEES WE PROMISE:

- To encourage ongoing training
- To be personally committed to a quality environment.
- To manage our business in a professional informed manner.

TO OUR AUTOMOTIVE SERVICE AND REPAIR INDUSTRY WE PROMISE:

- To uphold the highest standards of the industry.
- To attempt to correct abuses within the automotive service and repair industry.
- To be aware and proactive in response to changing technology and legislation.
- To uphold the integrity of all members of the Alliance of Automotive Service Providers.

What is ASE Certification?

- ASE stands for “Automotive Service Excellence”
- ASE is a training and testing component within the automotive industry started in 1972. ASE is known throughout the nation as a truly creditable certification program.
- The tests, which are conducted twice a year at over 750 location around the country, are administered by American College Testing (ACT). The exams stress real-world diagnostic and repair problems, not theory, and they are not easy to pass. One out of three test-takers fails.
- Master ASE Certification means experience, education and highly technical knowledge in all aspects of the repair of your vehicle.