



Alliance of Automotive Service Providers
of Pennsylvania

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 businesses 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.

