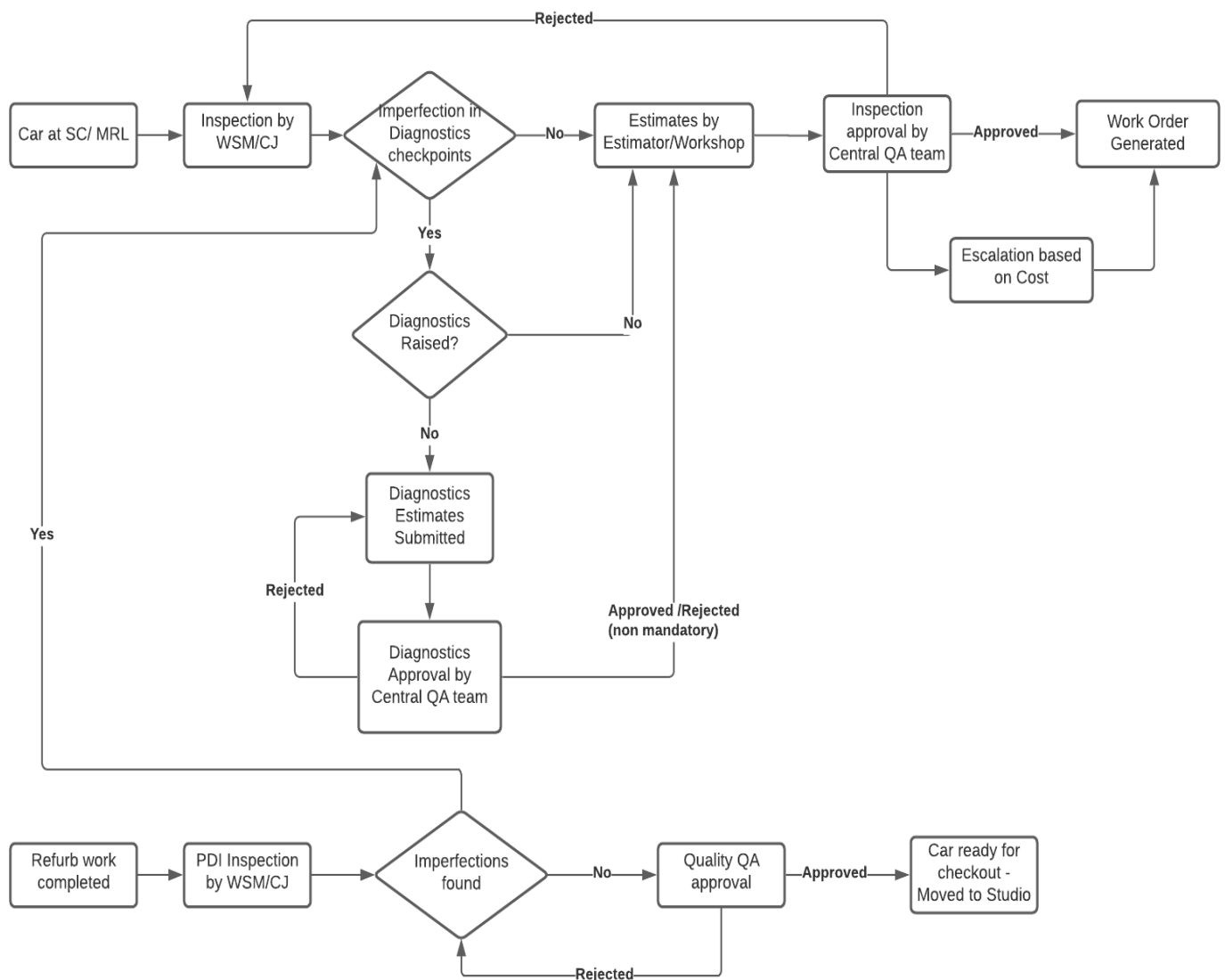


Refurb Flow

Objective -

- Track the detailed car condition at all stages of the car movement and show the exact car condition to the end users
- Car quality should meet certain level of standards
- Reduce inspection TAT and increase listings

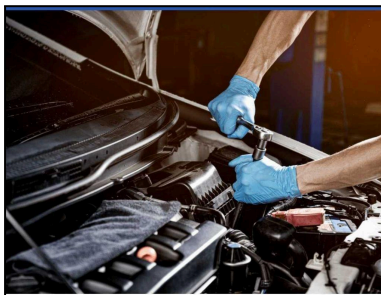
Inspection flow at Service Center -

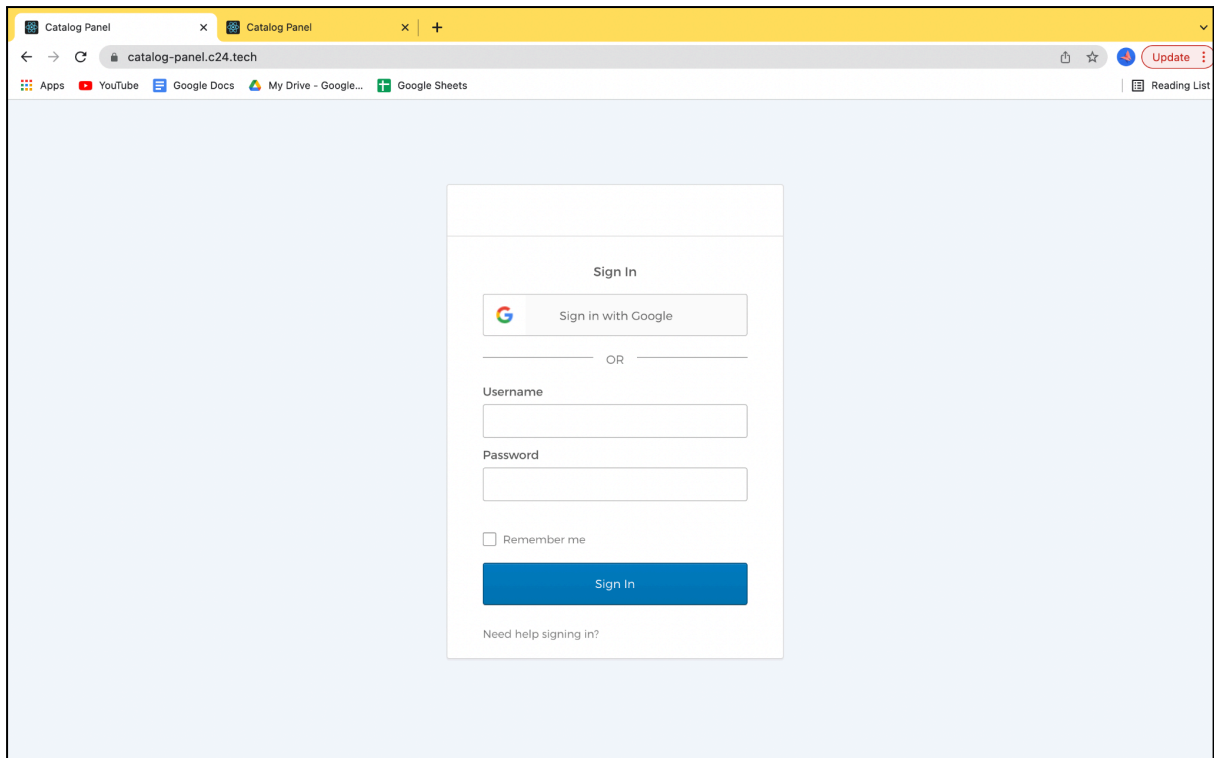


Users and objectives -

User Type	Type of user	Location Type	Interface	Objective
WSM	C24	SC / MRL	Refurb app	Conduct inspection, report imperfections
Estimator	C24 / Vendor	SC / MRL	Catalog Panel	Fills (cost/time) estimates against imperfections
Workshop QA/ Central Approval team	C24	SC / MRL	Catalog Panel	Review checkpoint images/videos, imperfections and estimates to create a work order

User mapping is done through Okta. Users can login through the Google sign in on both the Refurb app and Catalog Panel.





Status chart -

Status	Event Trigger	Next Steps
Checked in	Car is stocked in at the SC/MRL from the Admin panel	Start inspection on the car
Initiated	WSM started the inspection by submitting the 1st checkpoint details	Complete the inspection
Inspected	Inspection is completed	Enter the diagnostics/estimates for the imperfections
Diagnostics Estimated	Estimator raises the diagnostics estimates to identify the imperfections and exact work to be done	Diagnostics are to be approved by the Central Approval QA team
Estimated	All the refurb estimates (cost/time) are entered by the estimator	Estimates are to be approved by the Central Approval QA team
Approved	All the estimates are approved/marked NWTBD (No Work To Be Done) by Workshop QA/Cost Approvals and work order is created	Complete the refurb work basis the work order and then do PDI
Rejected	Any estimates is rejected by the Workshop QA/Cost Approvals	Modify the inspection and estimates basis the rejection comments
No Go	The car is marked as No Go by Cost Approval Level 2/3 QA users	No work order to be created on the car. Car is sent to C2B yard
No Go Review	The car is under the No Go cars section on the catalog QA panel	Cost Approval 2/3 QA users to take the final decision on marking car as No Go

Additional Estimates	WSM/Estimators raises the Additional Estimates to modify the estimates of any checkpoints (condition or estimates change)	Estimates are to be approved by the Central Approval QA team
Under Review	Car is under the Quality Clearance section after QA approves the car with no imperfections and all imperfections are NWTBD	Quality QA to approve the car for final go ahead on the quality before moving out from the SC/MRL
Ready to checkout	All the estimates are approved and no work order is created. All checkpoints have either OK/No/acceptable imperfections or any Non-acceptable imperfections are marked NWTBD	Car is moved to Studio for cataloging

Car at Service Center/MRL -

A car is available for inspection using the refurb app after it's stocked in at the SC/MRL from the admin panel. Users (WSMs/Estimators) can select the locations mapped to them from the top left location menu on the listing page.

Every appointment id is represented with a card on the listing page containing the following details -

- Appointment id
- Registration no
- Car MMVY
- Car status (Checkedin, Approved etc)

Inspection by WSM -

WSM does the inspection on all the checkpoints, captures images/videos, reports the imperfections, selects the work to be done.

Car Detail Page 1000100134
DL2CAP6911

Imperfections 13 | Last inspected

Inspection at Workshop >

Diagnostic Estimates >

Estimates >

Work Order >

Additional Estimates >

Pre-delivery Inspection (PDI) >

Pillar - RHS B

Exterior + Tyres > Pillar > Pillar - RHS B

Photos:

☐ OK / No Imperfection

Or

Select Imperfection type

☒ Faded

☒ Scratched

☒ Acceptable ☐ Non-Acceptable

Acceptable if:

1. Scratches <= 2 inches (no paint peel off/rusting)
2. Scratches not visible from 2 feet.

Non-Acceptable if:

1. > 2 inch
2. no paint peel off/rusting

After the inspection is completed, workshop needs to -

- Submit Diagnostics estimates (if required) to find the exact imperfections and work to be done
- Raise inspection estimates (costs, parts, parts TAT) to refurb the car

Raising diagnostics estimates -

Estimators can raise the diagnostics estimates for the checkpoints which need to be investigated to decide the imperfections and refurb work to be done.

Using Catalog Panel -

Catalog Panel						
IN CAR yatingarg12@gmail.com yatingarg12@gmail.com						
Search by Appointment ID Search Appointment ID						
App. ID	Registration Number	Make/Model	Inspection Time	Status	Diagnostics Status	Workshop Name
1000100061	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-17 - 04:32 PM	INSPECTED	DGN_Approved	CARS24- Gargi Gupteahwer automobile, Noida
9871234566	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-19 - 10:25 AM	INSPECTED	DGN_Rejected	CARS24- Perfect Car Care, Gurgaon
9871234568	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-19 - 11:23 AM	INSPECTED	DGN_Rejected	CARS24- Perfect Car Care, Gurgaon
9871234579	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-18 - 02:02 PM	INSPECTED	DGN_EMPTY	CARS24- Perfect Car Care, Gurgaon
9871234576	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-18 - 01:31 PM	REJECTED	DGN_EMPTY	CARS24- Perfect Car Care, Gurgaon
1000100105	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-30 - 10:14 PM	INSPECTED	DGN_Approved	CARS24- Gargi Gupteahwer automobile, Noida
1000100130	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-01-31 - 03:12 PM	INSPECTED	DGN_EMPTY	CARS24- Gargi Gupteahwer automobile, Noida
1000100132	DL2CAP6911	MARUTI SUZUKI SWIFT DZIRE	2022-02-02 - 07:48 PM	INSPECTED	DGN_EMPTY	CARS24- Gargi Gupteahwer automobile, Noida
1234567272	MH12EM0201	HONDA CIVIC	2022-01-31 - 03:41 PM	REJECTED	DGN_Approved	CARS24- Gargi Gupteahwer automobile, Noida

Catalog Panel

IN CAR yatingarg12@gmail.com yatingarg12@gmail.com

Back

MARUTI SUZUKI SWIFT DZIRE

VDI BS IV | Diesel

Inspected By:

ankit.bhalla@cars24.com

Workshop Name:

CARS24- Gargi Gupteahwer automobile, Noida

Appointment ID:

1000100061

Inspection Date:

2022-01-17

Acceptable Imperfection:

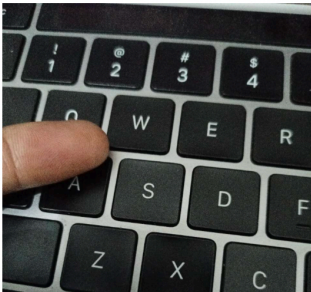
1

Non-Acceptable Imperfection:

3

Exterior + Tyres + Windshield - Front

APPROVED



Unacceptable Imperfections (shown to customer)

Bidding missing/broken | Broken |

Acceptable Imperfections (not shown to customer)

Diagnostics Comment

Diagno - wind again

Diagnostics cost

515

Using Refurb app -

Catalog Panel

IN CAR

yatingarg12@gmail.com yatingarg12@gmail.com

Diagnostics

Estimates

Work Order

Submit Proof Of Work

Previous Inspections

Back

MARUTI SUZUKI SWIFT

DZIRE

VDI BS IV | Diesel

Inspected By:

ankit.bhalla@cars24.com

Workshop Name:

CARS24- Gargi Gupteahwer automobile, Noida

Appointment ID:

1000100061

Inspection Date:

2022-01-17

Acceptable Imperfection:

1

Non-Acceptable Imperfection:

3

Total Estimates:

3

Remaining estimates:

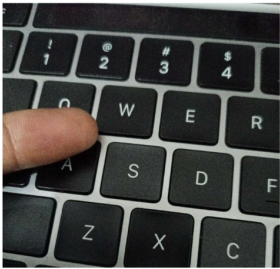
3

No work to be done:

0

Exterior + Tyres + Windshield - Front

PENDING



Catalog Panel

IN CAR

yatingarg12@gmail.com yatingarg12@gmail.com

Diagnostics

Estimates

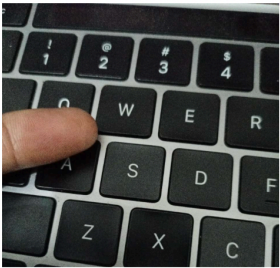
Work Order

Submit Proof Of Work

Previous Inspections

Exterior + Tyres + Windshield - Front

PENDING



Unacceptable Imperfections

Bidding missing/broken | Broken |

1.

Add. part name

Part cost

Labour cost

Availability

TAT(Days)

Yes

No

0

Work to be done

1. Polish

Estimated labour cost

Edit

Using Refurb app -

Estimates
DL2CAP6911

Cooling Fan

APPROVED ^

VIEW IMAGE >

Part Name:

Cooling Fan

Current Condition

Fan support damage

Work to be done

Clean

Labour Cost:

₹ 20000

Fog Light - Rear

REJECTED ^

VIEW IMAGE >

Part Name:

Fog Light - Rear

SUBMIT

Central QA approval -

After the inspection is done and estimates are submitted, the appointment id moves to the central approval QA team for the approval. QA team Approves/Rejects/Edits/NWTBD the checkpoints basis the images, condition and estimates.

Catalog Panel							IN	CAR	Yatin Garg
Workshop QA Cost Approval 1 Cost Approval 2 Cost Approval 3 NoGo Cars Proof Of Work Additional Estimates Quality Clearance Yard QA Red Tagged Cars Studio QA Inspection History							Search by Appointment ID Search Appointment ID		
Estimate type									
App. ID	Registration Number	Make/Model	Inspection Time	Workshop Name	Estimates Type	Assigned To			
1002172648	DL9CAU1672	HONDA CRV	2021-10-30 - 05:03 PM	CARS24- Exclusive Car Care, Gurgaon	Inspection	Neeraj.Kr04@cars2...			
1003472908	DL12CA7040	MAHINDRA XUV500	2021-12-06 - 06:46 PM	CARS24- Exclusive Car Care, Gurgaon	Inspection	ajay.Pal@Cars24.com			
1003839740	DL10CF3684	FORD ECOSPORT	2021-12-29 - 12:42 PM	CARS24- Atul Automobile, Delhi	Inspection	paramjeet.singh@c...			
1001403420	DL7CM1004	MAHINDRA XUV500	2021-12-11 - 12:24 PM	CARS24- Vehicle Care AWPL, New Delhi	Inspection	mayank.paliwal@car...			
1001142748	DL8CU8101	MARUTI SUZUKI SWIFT	2021-12-07 - 05:33 PM	CARS24- Spare Care Car Craft, Gurgaon	Inspection	vivek.sol@cars24.c...			
1001290125	DL12CB3673	FORD ECOSPORT	2021-12-16 - 04:36 PM	CARS24- Eminent's Car, Gurgaon	Inspection	annukul.thakran.xce...			
1002449562	DL1CAA1775	MARUTI SUZUKI WAGON R 1.0	2021-12-24 - 05:02 PM	CARS24- Smart Auto System, Auto Dynasty, Gurgaon	Inspection	dushant.singh@car...			
1003499466	DL3CCR0836	MARUTI SUZUKI ALTO	2021-12-28 - 03:16 PM	CARS24- Vehicle Care AWPL, New Delhi	Inspection	annukul.thakran.xce...			

Catalog Panel
IN
CAR
Yatin Garg

Workshop QA
Cost Approval 1
Cost Approval 2
Cost Approval 3
NoGo Cars
Proof Of Work
Additional Estimates
Quality Clearance
Yard QA
Red Tagged Cars
Studio QA
Inspection History

Back

HONDA CRV
2.0 2WD AT | Petrol

Inspected By:
suranjan.bag@cars24.com

Workshop Name:
CARS24- Exclusive Car Care, Gurgaon

Assigned To:
Neeraj.Kr04@cars24.com

Appointment ID:
1002172648

Inspection Date:
2021-10-30

Acceptable Imperfection:
0

Non-Acceptable Imperfection:
58

Price of car:
1167120

Pending estimate cost:
267191

Approved Estimate cost:
0

Total Refurb Cost till now:
0

Gallery (10 photos)

TAT Estimate: 0 Days





Catalog Panel
IN
CAR
Yatin Garg

Workshop QA
Cost Approval 1
Cost Approval 2
Cost Approval 3
NoGo Cars
Proof Of Work
Additional Estimates
Quality Clearance
Yard QA
Red Tagged Cars
Studio QA
Inspection History

Imperfections List 58

Exterior + Tyres + Door - RHS Front



Image View

Unacceptable Imperfections (shown to customer)
Scratched |

Acceptable Imperfections (not shown to customer)

be done	Cost	Part		Cost	
1. Rubbing Polishing 2. Repaint	0	RHS FRONT DOOR PAINT RUBBING &	0	1400	0
			0	550	0

*Mark as
☐ No Go

Previous Submission Rejection Details

If any checkpoint is rejected -

- The WSM/Estimator will have to inspect/revise the estimates against the rejected checkpoints based on the QA rejection comments.

If all the checkpoints are approved -

- The work order will be created and refurb work will be done on the car.
- A new PDI (pre delivery inspection) will be started on the car at the SC/MRL
- In the PDI, all the checkpoints are pre populated except the checkpoints where work order was created and normal inspection process will follow

If all the checkpoints are approved (all non acceptable imperfections marked as NWTBD) then appointment id will move to Ready for Checkout status. And the car will be moved to Studio for cataloging.

Cost escalation-

If the overall approved cost for an inspection increases certain levels, the appointment id is sent to the next cost approval level.

Here's the cost escalation matrix -

Role	Condition
Workshop QA	10% of car procurement cost upto 25k
Cost Approval 1	10% of car procurement cost upto 30k
Cost Approval 2	15% of car procurement cost upto 60k
Cost Approval 3	Remaining (no limits)

No Go marking -

QA can mark the car as no go by -

- Approving/marketing NWTBD on all the checkpoints
- Turning No Go toggle on against the relevant checkpoints
- Tapping on No Go button at the bottom on the car detail page

QA also has to select the reasons for marking car as No Go and add any comments (optional)

If a car is marked No Go by the Workshop QA/ Cost Approval 1 QA, the appointment id will move to the No Go cars section on the catalog QA panel for final approval by the Cost Approval 2/3 QA users

Catalog Panel

IN

CAR

Yatin Garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

NoGo Cars

Proof Of Work

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

MARUTI SUZUKI SWIFT

DZIRE

VDI BS IV | Diesel

Inspected By:

ankit.bhalla@cars24.com

Workshop Name:

CARS24- Gargi Gupteahwer automobile, Noida

Assigned To:

tp.quarks@cars24.com

Appointment ID:

1000100084

Inspection Date:

2022-01-18

Acceptable Imperfection:

1

Non-Acceptable Imperfection:

1

Price of car:

N/A

Pending estimate cost:

0

Approved Estimate cost:

500

Total Refurb Cost till now:

1000

NO-GO 1

Learn more

NO-GO submitted by : tp.quarks@cars24.com

Select a reason for No-Go

☒ Service History - Meter Tampered/Accidental/Flooded/Major Repair
 ☒ Business Reasons - Ageing / EV / Bid cancellation
 ☒ Electrical module problem (Airbag, ABS, ECM, etc)

☒ Engine work - not 100% repairable
 ☐ High Estimation (Ageing & close to car value)
 ☐ Rusting (more than 3 panels)

☐ Structural damage - major repair required
 ☐ Transmission problem (gear shifting, AT issues)

Add comments for No-Go:

Once a car is marked as No Go, no work order is created for the car and the car is sent to C2B yard.

Quality Clearance -

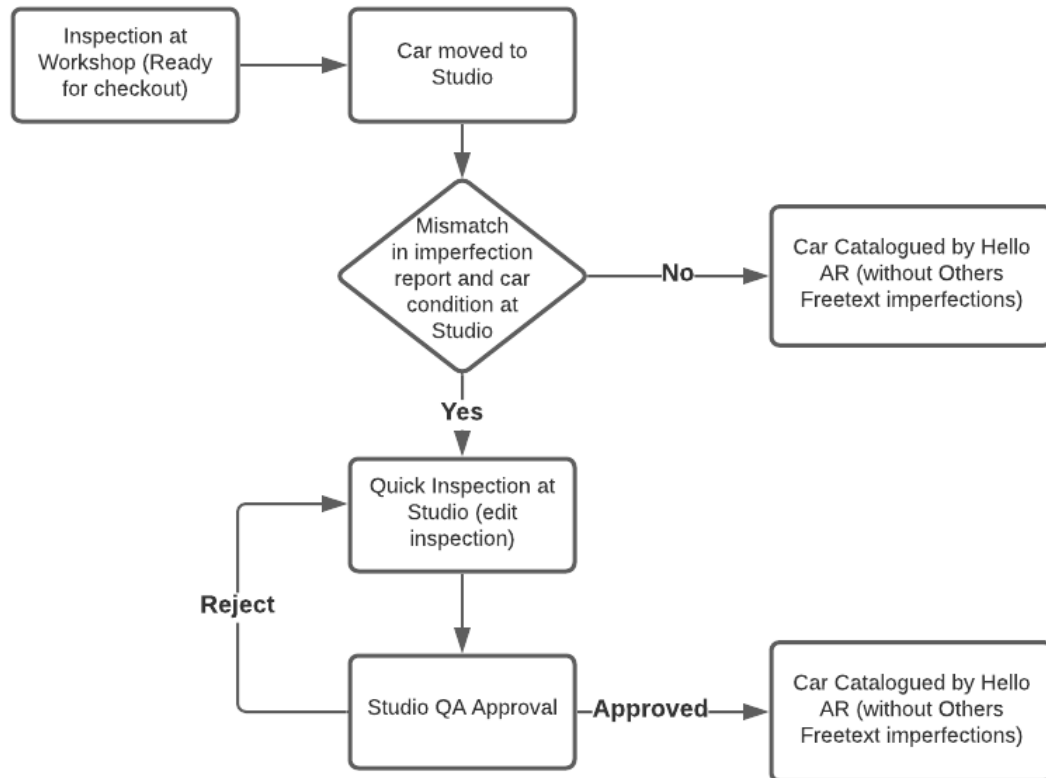
Once Workshop QA/Cost Approval QA users approve the inspection and there is no work to be done on the car (as all checkpoints are OK/No/Acceptable imperfections or non acceptable marked as NWTBD) the appointment id is sent to the Quality Clearance section.

Quality QA users take a final look at the cars and check if quality standards are met in order to move the car to the studio for cataloging.

Quality Clearance is live in only 2 Service Centers as of now.

Studio Inspection

Studio Inspection flow chart -



Users and objectives -

User Type	Type of user	Location Type	Interface	Objective
Inspector	C24	Studio	Refurb app	Edit the report to match the car's condition
Studio QA	C24	Studio	Catalog Panel	Review imperfections in a car

Status chart -

Status	Event Trigger	Next Steps
Studio Checkin	Car is stocked in at the studio from the Admin panel	Modify the pre populated latest inspection (if required)
Initiated	Studio inspector confirms modifying the inspection	Modify the checkpoints condition if mismatch between previous inspection and current condition
Estimated	Studio inspector modifies and submits the	Inspection is sent to Studio QA

	inspection	for approval
Approved	Studio QA approves all the checkpoints condition	Car can be cataloged using HelloAR
Rejected	Studio QA rejects any checkpoints condition	Studio inspector changes the checkpoints condition basis the rejection comments

Car at Studio -

Once the cars is moved out of the service center and stocked in at the studio from the admin panel, the cars are visible for inspection in the refurb app for studio inspectors

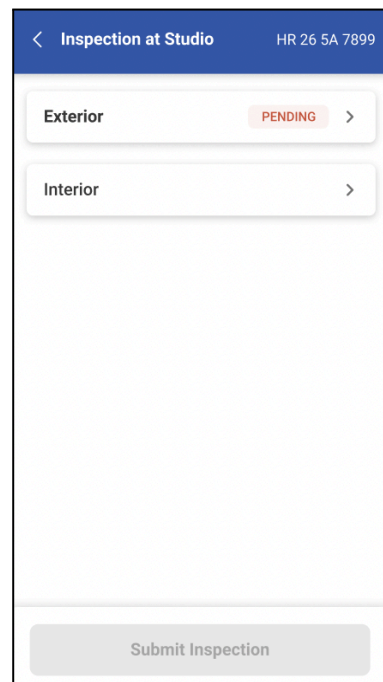
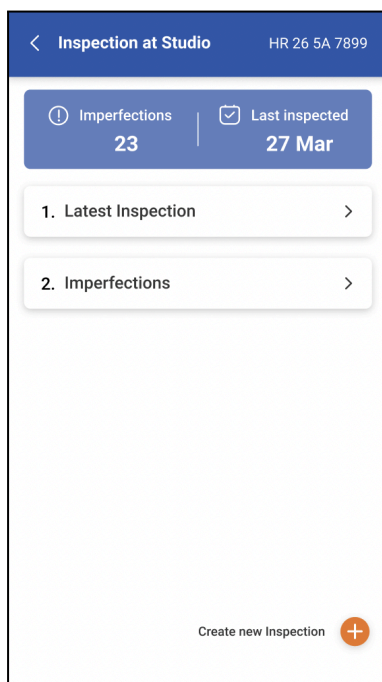
Inspecting car at studio -

Studio QI does the car inspection at the studio. The inspection at the studio is pre-populated from the latest inspection at the service center.

If the actual car condition at studio matches the latest inspection report (from the Service center), there is not need to inspect/modify the previous inspection and car will be catalogued using the Helloar

If there is a mismatch between the car condition at the studio and the latest inspection report (from the Service center), the Studio QI will be able to modify the inspection through the refurb app.

The Studio QI can jump to any checkpoint and modify it (update images, condition) Need not inspect each and every checkpoint at the studio if the car was inspected at the service center.



Studio QA -

Once the studio QI modifies the checkpoints and submits the inspection, the appointment id is sent to Studio QA for the approval.

Studio QA matches the checkpoints images and conditions and approves/rejects the checkpoints.

Catalog Panel

IN CAR

yatin garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

TOYOTA COROLLA ALTIS

1.8 G | Petrol

Inspected By:

karthick.k@cars24.com

Studio Name:

CARS24- Car_Studio Sathish, Chennai

Assigned To:

None

Appointment ID: 1134621347

Inspection Date: 2022-02-05

Acceptable Imperfection: 0

Non-Acceptable Imperfection: 3

Photos

Total 0 photos

Imperfections List 3

Exterior + Tyres + Firewall

EDIT



Unacceptable Imperfections (shown to customer)

May damaged |

Acceptable Imperfections (not shown to customer)

Reject

Approve

If all the checkpoints are approved -

The car is ready to be cataloged at the studio (status - Approved)

If any checkpoint is rejected -

The Studio QI will edit the checkpoint basis the Studio QA rejection comments and the appointment id is again sent to QA for approval. (status - Rejected)

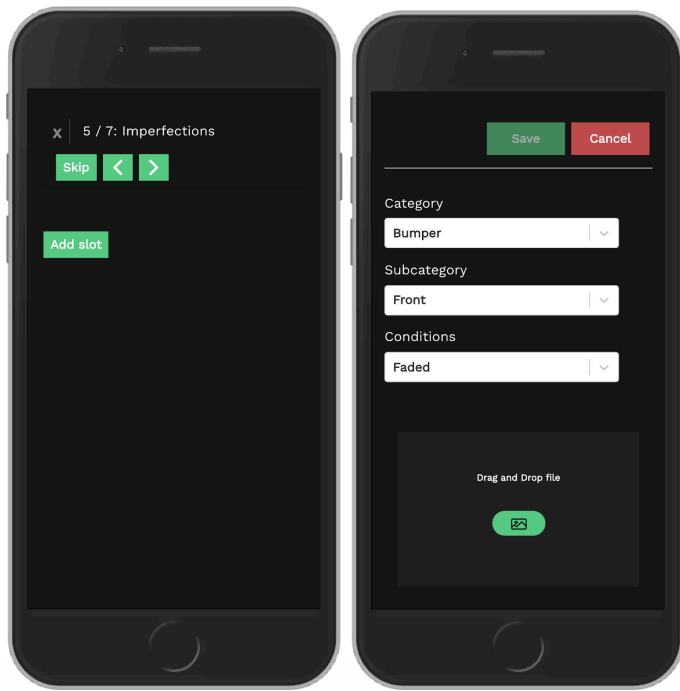
Car Cataloging at Studio -

The car is catalogued at the studio using the **HelloAR**

All the imperfections from the latest approved inspection (at Service Center/Studio) flows to the HelloAr for the image capturing (HelloAR <> Refurb App integration).

Checkpoint imperfections slots are created in the Helloar and an image is captured for every slot (which is used in the Gallery).

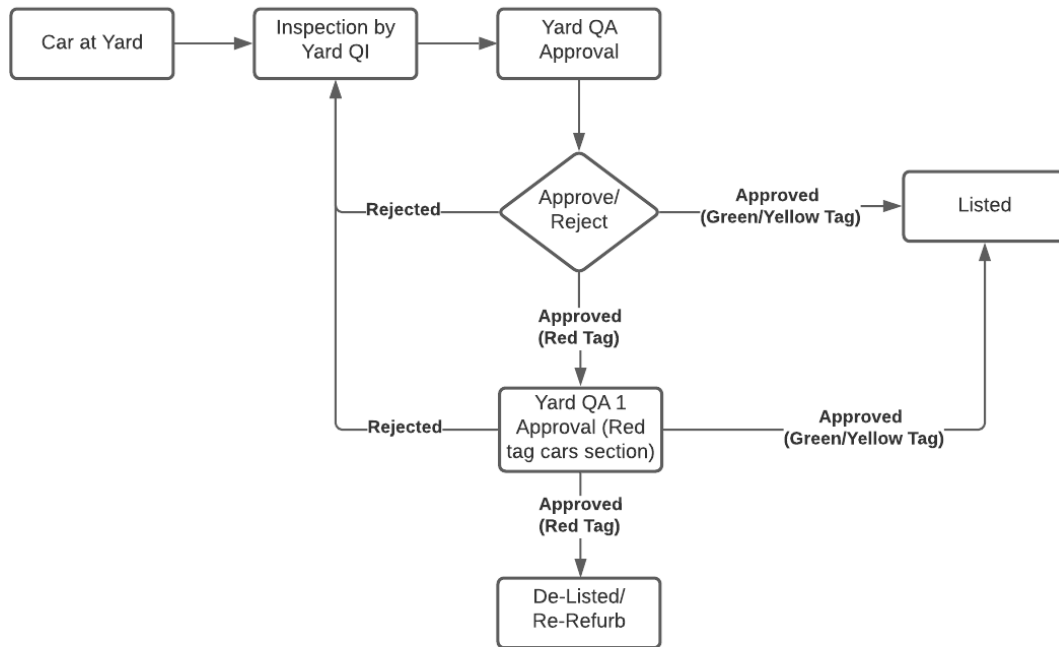
- Only non acceptable imperfections slots are created for image capturing at the studio
- 'Others' textbox slots are not created for the image capture as text is not standardised and might contain spelling/grammatical errors
- The slot is created for the checkpoints which can be captured (eg No slots are created for Suspension, brakes, engine imperfections)



(HelloAR snapshots)

Yard Inspection

Yard Inspection flow chart -



Users and objectives -

User Type	Type of user	Location Type	Interface	Objective
Yard QI	C24	FC	Refurb app	Conduct inspection
Yard QA	C24	FC	Catalog Panel	Review imperfections in a car and tag car by quality

Status chart -

Status	Event Trigger	Next Steps
Checked in	Car is stocked in at the Yard from the Admin panel	Start inspection on the car
Initiated	Yard QI started the inspection by submitting the 1st checkpoint details	Complete the inspection
Estimated	Inspection is completed for all the checkpoints	Inspection is to be approved and tagged by the Yard/Quality QA team
Approved	Quality QA approved all the checkpoints and inspection is Red/Yellow/Green tagged	The updated inspection report is shown to the CARS24 consumers (Green/Yellow). Red tagged cars

		are delisted and re-refurbed
Rejected	Quality QA rejects any checkpoint condition	Yard QI changes the checkpoints condition basis the rejection comments
Under Review	Car is tagged Red by Yard QA and under the Red Tagged cars section for final review	Yard QA level 1 users to take the final decision on the tagging for Red tagged cars

Car at Yard/Fulfillment Center -

A car is available for inspection using refurb app after it's stocked in at the Yard from the admin panel. Users (WSMs/Estimators) can select the locations mapped to them from the top left location menu on the listing page.

Every appointment id is represented with a card on the listing page containing the following details -

- Appointment id
- Registration no
- Car MMVY
- Car status (Checkedin, Initiated, R/Y/G tag etc)

CARS24- Baani City, Sector-6... ▾

CARS24- Baani City, Sector-63, Gurugram

CARS24 Venice Mall, Pari Chowk, Greater Noida

ID: 1037105895 INITIATED

DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE
VDI BS IV | Diesel | 2012

ID: 1007465993 INITIATED

DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE
VDI BS IV | Diesel | 2012

ID: 1000100054 CHECKED_IN

DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE

CARS24- Baani City, Sector-6... ▾

App ID ▾ Enter Appointment ID 🔍

ID: 1037105895 INITIATED

DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE
VDI BS IV | Diesel | 2012

ID: 1007465993 INITIATED

DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE
VDI BS IV | Diesel | 2012

ID: 1000100054 CHECKED_IN

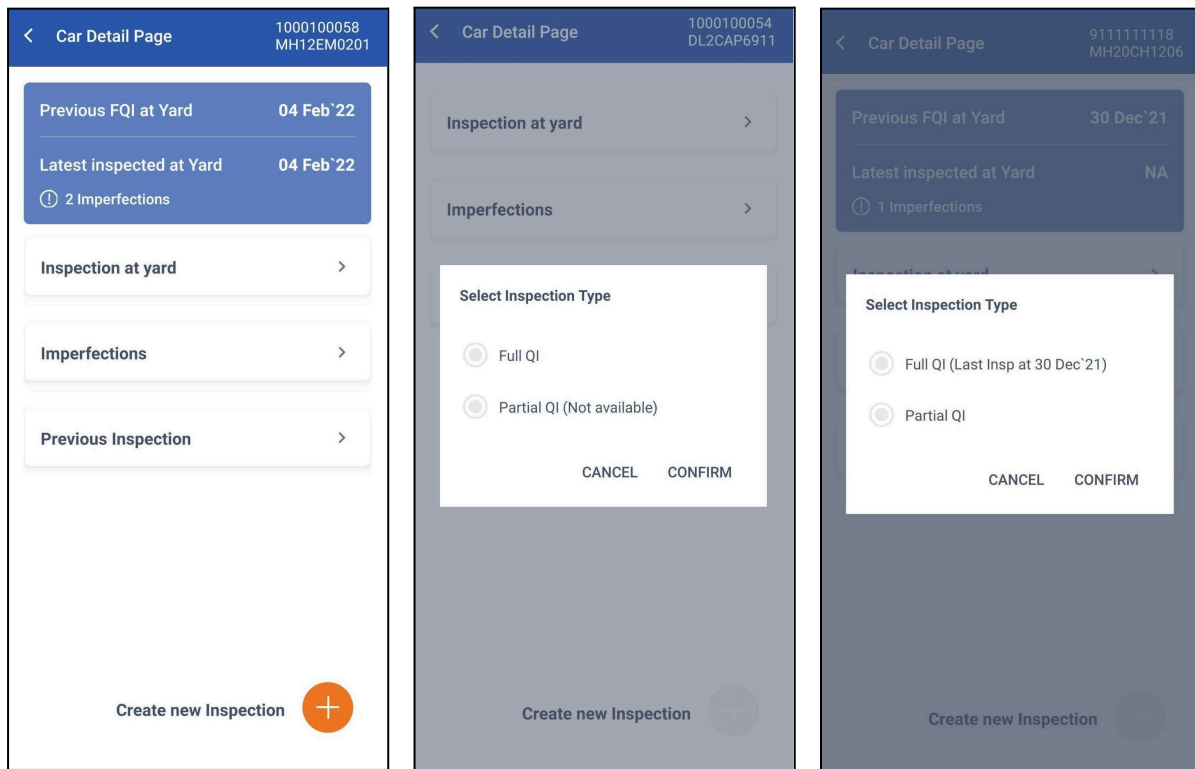
DL2CAP6911
MARUTI SUZUKI SWIFT DZIRE

Inspection by Yard QI -

Yard QI does the inspection on all the checkpoints, captures images/videos and reports the imperfections.

Yard QI can start inspection on the car from the car detail page using -

- Inspection at Yard section (if status is Checked in)
- Create new inspection button (if status is Approved R/Y/G Tag)



Types of inspections -

- Full QI
- Partial QI

Full QI is the detailed inspection for all the ~125 checkpoints at the Yard. Full QI is mandatory if -

- Previous inspection on the car was done in Studio/Service Center
- Car was tagged Red in the last inspection at the Yard
- It's been over 60 days since the last Full QI was done on the car

Partial QI is the quick inspection for ~25 checkpoints at the Yard. This is to ensure that the latest condition is captured for the checkpoints which are more prone to condition change. Partial QI can be done only when -

- A full inspection has been done on the car in last 60 days
- The last inspection was done at Yard and tagged Green or Yellow (not Red)

Yard QA -

After the car is inspected by the Yard QI, the appointment id moves to Yard QA for approval.

Catalog Panel

IN CAR

yatin garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

Search by Appointment ID

Search

Appointment ID

App. ID	Registration Number	Make/Model	Inspection Time	Inspection Type	Location Type	Yard Name	Assigned To
1065005047	MH12PH5548	HYUNDAI CRETA	2022-02-07 - 12:32 AM	FULL QI	FULFILLMENT CENTER	CARS24- Adgaon Parking, Nasik	Nitish.3@cars24...
1030968624	MH04GJ9634	TOYOTA INNOVA	2022-02-07 - 10:51 AM	FULL QI	FULFILLMENT CENTER	CARS24- Adgaon Parking, Nasik	Gaganpreet.Sing...
1303671026	KL03AE2486	RENAULT CAPTUR	2022-01-24 - 05:49 PM	PARTIAL QI	FULFILLMENT CENTER	CARS24- Pallikara Yard, kochi	Anant.Sharma@...
1198945103	WB24Y5494	HYUNDAI GRAND I10	2022-02-07 - 01:09 PM	FULL QI	FULFILLMENT CENTER	CARS24- Barasat, Kolkata	rohit.Malk@cars...
1030157460	MH14HQ6062	HYUNDAI GRAND I10	2022-02-06 - 12:22 AM	PARTIAL QI	FULFILLMENT CENTER	CARS24 Plus- Runwal Greens, R Galleria Mulund, Mumbai	Raj.kr03@cars2...
1031377161	MH03CB5584	HYUNDAI GRAND I10	2022-02-07 - 12:27 AM	PARTIAL QI	FULFILLMENT CENTER	CARS24- Indiabulls, Mumbai	dilip.singh@cars...
1037609465	MH04KD0756	MARUTI SUZUKI BALENO	2022-02-06 - 02:54 PM	PARTIAL QI	FULFILLMENT CENTER	CARS24- Indiabulls, Mumbai	mukul.yadav@ca...
1031316201	MH02FJ5499	HYUNDAI VENUE	2022-02-07 - 12:54 AM	PARTIAL QI	FULFILLMENT CENTER	CARS24- Indiabulls, Mumbai	niket.lamba@car...
1422997460	GJ18BM5805	HYUNDAI NEW SANTRO	2022-02-07 - 01:07 PM	PARTIAL QI	FULFILLMENT CENTER	CARS24- Akshar Party, Rajkot	Dinesh.sarkar@c...
1047774501	TS03ET0941	HYUNDAI CRETA	2022-02-07 -	PARTIAL QI	FULFILLMENT	CARS24- Kompallu	habita.chaudhar

Catalog Panel

IN CAR

yatin garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

Back

TOYOTA INNOVA

2.5 VX 8 STR BS IV | Diesel

Appointment ID: 1030968624

Inspected By: nitesh.shardul@cars24.com

Inspection Date: 2022-02-07

Yard Name: CARS24- Adgaon Parking, Nasik

Acceptable Imperfection: 1

Assigned To: Gaganpreet.Singh@Cars24.Com

Non-Acceptable Imperfection: 12

Photos

Total 10 photos



Imperfections List 13

Exterior + Tyres + Door - RHS Front

NONE

EDIT

Catalog Panel

IN CAR

yatin garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

Exterior + Tyres + ORVM - RHS*

RED

EDIT

Unacceptable Imperfections (shown to customer)

mirror manual fold unfold and mirror adjusting motor not working |

Acceptable Imperfections (not shown to customer)

Reject

Approve

This checkpoint and estimates is Approved

Set tag as

RED

?

Previous Submission Rejection Details

Yard QA matches the checkpoints images and conditions and approves/rejects the checkpoints.

After approving the checkpoint, the Yard QA also **tags the checkpoint** as Red/Yellow/Green basis the quality standards.

Catalog Panel

IN CAR

yatin garg

Workshop QA

Cost Approval 1

Cost Approval 2

Cost Approval 3

Additional Estimates

Quality Clearance

Yard QA

Red Tagged Cars

Studio QA

Inspection History

Lights + Head Light - RHS*

RED

EDIT

Unacceptable Imperfections (shown to customer)

mirror manual fold unfold and mirror adjusting motor not working |

Acceptable Imperfections (not shown to customer)

Reject

Approve

This checkpoint and estimates is Approved

Set tag as

RED

?

Previous Submission Rejection Details

Lights + Head Light - RHS

Problem	Criteria	Tag/Solution
Cracked	< 2 inches & < 2 in nos	Green
chip	> 2 inches & / or > 2 in nos	Red
Broken	Major Broken	Red
Broken	Minor Broken/ Corner chip	Green
Scratched	>4 inch & >2 in nos	Red
Scratched	<4 inches & <2 in nos	Green
Bulb Fused	Bulb Fused	Yellow
Bulb Broken	Bulb Broken	Yellow
Fading	Head Light Faded	Yellow
Daytime running light not workina	Head Light Daytime running light not working	Red

If all the checkpoints are approved -

The car is tagged as Red/Yellow/Green by the Yard QA. Every approved checkpoint is also tagged as R/Y/G by the Yard QA to help decide the overall car tagging.

On the summary page, QA is able to see the summary for checkpoints with imperfections and Red/Yellow tags basis which QA takes the final decision to tag the car as R/Y/G/

Catalog Panel
IN CAR
Yatin Garg

Workshop QA
Cost Approval 1
Cost Approval 2
Cost Approval 3
NoGo Cars
Proof Of Work
Additional Estimates
Quality Clearance
Yard QA
Red Tagged Cars
Studio QA
Inspection History

Back

MARUTI SUZUKI SWIFT
DZIRE
VDI BS IV | Diesel
Appointment ID: 1000100054

Inspected By:
test5@test5.car
Inspection Date: 2022-02-07

Yard Name:
CARS24- Baani City, Sector-63,
Gurugram
Acceptable Imperfection: 0

Assigned To:
yatin.garg@cars24.com
Non-Acceptable Imperfection: 5

Summary list 5

Choose a tag

NONE
None
Green
Yellow
Red

Choose a tag as per car condition. It's mandatory!

4

1

2

Green

Yellow

Red

Exterior + Tyres + Windshield - Front (FULL QI)

Acceptable imperfection (not shown to customer)

Spots |

Non-Acceptable imperfection (shown to customer)

Wiper nozzle missing/not working |

RED

Exterior + Tyres + Grill (FULL QI)

Acceptable imperfection (not shown to customer)

Non-Acceptable imperfection (shown to customer)

YELLOW

If the car is tagged Green/Yellow - It is listed on the website for consumers

If the car is tagged Red - It is sent for Red Tagged Cars sections for final Red tagging.
If the car is tagged Red under the Red Tagged Cars section after final approval, the car is delisted from the platform and sent for re-refurb/repair.

Cars tagged Green/Yellow under the Red Tagged cars section are also listed on the websites for selling to consumers.

If any checkpoint is rejected -

The Yard QI will edit the checkpoint basis the Yard QA rejection comments and the appointment id is again sent to QA for approval.