

TOP-NOTCH ENGINEERING W.L.L



TOP-NOTCH GARAGE W.L.L. is one of the major leading engineering workshops in Doha, under the management of the Well care Group. We handle all kinds of automobile works such as mechanical, denting & painting, electrical works related to light & heavy vehicles. We also undertake design and body fabrication works for storage, goods and delivery vehicles. With 7 years of our existence in the automobile service sector of Qatar we have proved our quality, trustworthiness and standards. We have 41 experienced & qualified staff assuring quality service.

TOP-NOTCH offers an independent, unique service and location because of its long and distinguished history. Originally a stable attached to Well Care Group from the early 2007, now have been established with full premises for the service and repair of all types of motor vehicles. During its 6 years of existence, Top Notch firm-rooted in Qatar market with promising services.

TOP-NOTCH provides special services

and facilities like 24 hour vehicle service, Roadside assistance, Friday work on request, Automatic paint booth among others. Top Notch also is specialized in regular vehicle servicing including routine & timely maintenance service, repairs of all types of 4-wheel drive vehicles, trucks & pick – ups with skilled professional work.



TOP-NOTCH has been looking after both private and corporate customers' transport needs since 2006 and combine that experience with a friendly and flexible approach to provide a truly professional service.

Our fully equipped workshops provide servicing, body repairs, paint works and fabrication works for light and heavy vehicles. Whether you just have a single car or a large fleet, we will be pleased to look after your vehicle's maintenance.

### FLEET MAINTENANCE:

Having our own in house logistics division, TOP-NOTCH knows exactly what companies and fleet operators need from their service providers: competitive pricing, accurate diagnosis, minimum downtime, quick and easy procedures and quality repairs. Our workshops are equipped to cope with most makes of car and commercial vehicle and can help with all types of repair, including bodywork and accident repair. We undertake QTI, Qatar Technical Inspection works for Vehicle Registration Renewal clearing of defaults listed in the QTI reports.

### LIGHT VEHICLES:

Light vehicle service technicians service and repair vehicles such as Cars,SUV's, MUV's and vans up to 3.5 tonnes. Technicians are trained in all areas of vehicle mechanics and electronics, from engine and exhaust systems to air conditioning and security features. The services we provide include:

- Servicing vehicles carrying out checks and maintenance according to the manufacturers' guidelines
- Repairing and replacing faulty parts and components
- Maintaining repair and service records
- Accident works and Technical Inspection works
- Paint and Dent works using skilled painters and automatic controlled pressure spray paint booth
- Qatar Technical Inspection works for Vehicle Registration Renewal clearing of defaults listed in the QTI reports.

TOP NOTCH WLL. Is an elite performance network where independent service facility members have a common goal of bringing high class automotive service. The TOP NOTCH professional program provides superior customer service by combining high-quality Auto Parts, skilled automotive technicians and innovative customer marketing programs.

## TOP NOTCH "Code of Ethics"

TOP NOTCH is committed to serving you, our customer, with professional automotive repair at a reasonable cost with qualified technicians. We use quality Auto Parts. We stand on sound business principles and uphold high ethical standards. Our goal is to make your automotive repair experience friendly and successful.

### TOP NOTCH "Mission Statement"

- Recommend corrective and maintenance services and explain to the customer which
  of these are required now to correct existing problems and which are for
  preventative maintenance.
- Offer customer a price estimate for the work to be performed.
- Obtain prior authorization for all work done, in writing or by other means satisfactory to the customer.
- Make every effort to keep customers informed about appointments and completion deadlines.
- Furnish an itemized invoice for parts and services, priced fairly, which clearly
  identifies any used or re-manufactured parts. Replaced parts may be inspected upon
  request.
- · Furnish or post copies of any warranties covering parts, or services.
- Exercise reasonable care for the customer's property while it is being serviced.
- Attempt to fix the customer's vehicle right the "first time".
- Maintain a system for fair settlement of customer's complaints.
- · Cooperate with established consumer complaint mediation activities.
- Uphold the high standards of our profession and seek to correct any or all abuses within the automotive industry.



# **OUR PREMIUM CLIENTELE**

















