



# COMPANY PROFILE

Ver. 2.0



# ABOUT US

## OUR BACKGROUND

PASCO PANEL BEATERS (PTY) LTD is a Botswana registered company in 2003. Its shareholders and employees have a wide range of expertise, knowledge and practical experience which covers ISO quality assurance accreditation, engineering technology, promotions, marketing and customer satisfaction. PASCO focuses on a wide range of professional services, ranging from automobile body repair to hydraulics. Staffed with a team of highly motivated, educated and skilled professionals who share a common drive, vision, mission and desire for excellence and success.

Its strength and foundation is based on the provision of excellent customer care, service, and quality business products to the business community. The company's competitive edge lies in providing quality, efficiency, effectiveness and prompt solutions in all its business with its esteemed clients.

At PASCO, customer care and support solutions are not in shelves but are promptly tailor-made to best meet the needs of respected customers. PASCO is there to cater for the needs of both individual and business concerns, and continues to provide best customer services, which are embraced alongside quality and productivity.

## OUR VISION

The goal being to service our clients vehicles to the proper working condition in a clean and professional environment so that they are happy and satisfied with the service that is performed ensuring that they have the trust and confidence in us.

Knowing that our clients are being treated honestly and fairly, striving for continued growth both in our clientele base and empowering our technical team.

To be able to consistently offer automobile body repair services to the complete satisfaction of each and every client that brings their auto to our shop for repair service.

## OUR MISSION STATEMENT

To be the leading automobile body repair service provider, we intend to become the preferred and trusted company by providing professional services.

To be the national leader and benchmark in the industry, providing effective and efficient integrated specialist solutions, using the best combination of trained and experienced personal supported by appropriate technology.

To be a company admired for its values and standards to all our clients

## OUR VALUES

- Customer satisfaction
- Supply quality parts and services Good communication
- Professionalism
- Timely delivery of goods
- Competitive pricing
- Honesty

## OUR STRATEGY

To sell solutions, not only products or price to clients. The company aims to pursue referral business actively and offer such value-added service and back-up guarantees to clients.

## OUR COMPETITIVE EDGE

PASCO has revolutionized the automotive industry for our clients around the world by offering dedicated procurement and supply chain management services, delivering increased efficiencies and reduced costs directly to you. Our extensive network of alliances and dealers means we can source the right product, at the right price, anywhere in the world.

## OUR PRIDE

Our qualified team has many years experience dealing with work of any size or magnitude, complemented with the state of the art technology to meet our clients' needs. We believe the personal service we offer and the enthusiastic attitude of our staff is what keeps our customers coming back.

## OUR OBJECTIVES

- To provide best customer - oriented practice through ensuring excellent service provision - client relations.
- To help build and maintain a good image and reputation for our customers.
- To give best and professional satisfaction at all times
- To be pro-active in ensuring the needs of customers are met

# ABOUT US

## OUR COMMITMENT

Thoroughly inspect your car to ensure its diagnosed properly

- Offer honest repair advice about the condition of your vehicle
- Offer repair options based on your needs
- Share technical information and advice
- Ensure your vehicle is repaired properly and professionally the first time
- Use only high quality parts
- Offer superior customer relations by addressing any and all concerns
- Communicate effectively to ensure that cars are diagnosed and repaired correctly and efficiently
- Provide a clean and safe environment
- Guarantee all repairs for 12 months /10 000km with a local and nationwide warranty
- Exceed your expectations in every way.

## SAFETY AND RISK POLICY STATEMENT

The management of PASCO PANEL BEATERS is totally committed to policy of the prevention of all undesired events that could, or do result in a loss. To achieve this aim PASCO has embarked upon a Safety and Risk Programme which will encompass all our operations.

- Objectives**
- Accident notifications
  - Accident investigation and reporting
  - Reducing property damage
  - Reducing injuries
  - Reducing wastage of time and materials
  - Minimization of risk of fire
  - Ensuring a healthy working environment

## OUR EQUIPMENT

- Recovery/towing vehicles
- Car lifters (hoist machines)
- Computers and printers
- Computerized color machine: Customers get the exact shade wanted with his knowledge of degree of metamerism.
- Diagnosis machines
- Wheel alignment machines
- Chassis straightening machines

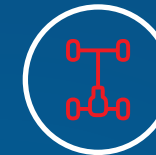
## SERVICES



Panel Beating



Spray Painting



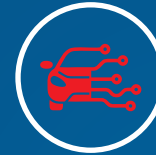
Chassis Straightening



24hr Towing Service



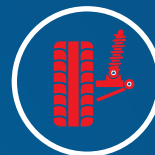
Mechanics Repairing



Auto Electrics



Hydraulics



Wheel Alignment

## CLIENTELE

We have revolutionized the automobile industry by providing great services to Government departments, Insurance companies, Private companies and individuals.



# SERVICES

## PANEL BEATING

We understand that accidents can cause a lot of stress, which is why we do our best to put your mind at ease when it comes to restoring your Cars/ Trucks to their former glory. Our precise spot welders give off minimum heat directly targeted at the specific areas where it is required, ensuring that your car structure is not weakened. The overall service we provide is consistently professional and friendly.

## SPRAY PAINTING

We use stodox paints and computerized color matching for the best outcome of paint work, ensuring a green environment. Nothing can ruin a good painting job like debris, bugs and dirt. Those that paint outside, or even in an open garage can testify to the many problems inherent with the open atmosphere, hence is why we use the Spray Booth.

## CHASSIS STRAIGHTENING

We use the latest digital chassis straightening equipment to ensure that when your car is returned to you, its chassis is in exact factory condition so that you are once again safe on the roads. With the combination of our years of experience in the industry and the latest in digital chassis straightening technology, We will make sure that your vehicle is returned to pre-accident condition so that you can feel safe driving again.

## TOWING SERVICE

24hrs towing services in and around Gaborone, Botswana and South Africa. We offer Breakdown Recovery service that provides assistance to motorists whose vehicles have suffered a mechanical failure that is significant enough to leave them stranded at their present location.

## MECHANICAL REPAIR

PASCO offers a full range of accident repair services that are guaranteed to the manufactures specifications and standards. With years of experience we have what it takes to restore your vehicle to its original condition.

## AUTO ELECTRICALS

We specialize in the fitting of electrical and electronic systems and accessories in motor vehicles, and finding and fixing faults. Most modern vehicles are controlled in some way by electrical and electronic equipment. Vehicle accessories such as car alarms and entertainment systems are also electrically controlled. We are able to install all common electronic systems that include:

- Electronic ignitions
- Alarm Systems
- Immobilizers
- Electric windows, mirrors and seats
- Tow bar electrics
- Customized LED or Zeon lighting kits

## WHEEL ALIGNMENT

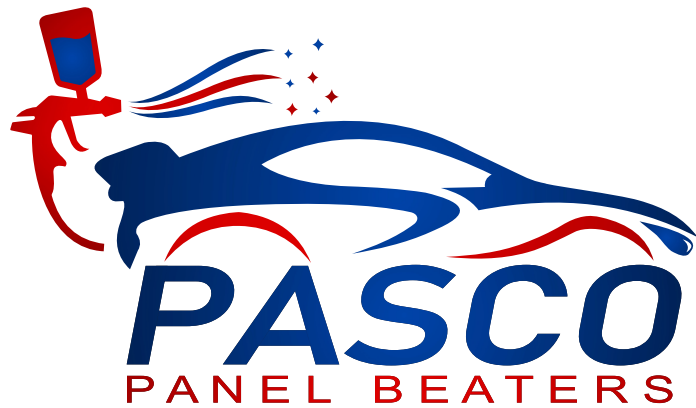
If your vehicle feels unstable, a proper wheel alignment can improve driver safety, create a smoother ride and increase fuel efficiency. We offer state of the art wheel alignment, straightening benches and alignment systems to handle major body and chassis repair, restoring your car / truck to its original condition.

## AIRCON RE-GASSING

Air conditioning, which was once a great luxury is now a common feature on most motor vehicles. We offer re-gassing and servicing of all cars air conditioning systems professionally so that you get the most enjoyment from your A.C system. Just as the other system of your car need servicing on a regular basis, the same is true for the air conditioning system. The compressor needs oil or else it will seize up. The filter collects debris and moisture. If the filter becomes blocked, then the performance of the system will deteriorate and it can even quit/stop working entirely.

# GET IN TOUCH

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