



REV RECREATION GROUP OPENS QUALITY ASSURANCE CENTER

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CENTER OPENING ADDS TO REV RV EXPANSION

With a consistent commitment to raising quality standards, REV Recreation Group, the premier manufacturer of American Coach, Fleetwood RV, Holiday Rambler and Monaco Coach, announced another expansion of its facility footprint in Decatur, Ind.

REV RV Group President Jim Jacobs announced that Director of Quality Control Jo Theart will lead a team of employees at the newly opened Quality Assurance Center (QAC), located at 1010 Commerce Dr. The facility is strategically positioned next to the REV RV Group's customer service center to allow collaboration between the customer service and the quality team.



Jo Theart, REV Director of Quality Control

"From my first day on the job, a little more than one year ago, my goal has been to constantly improve our quality standards. With the opening of our new Quality Assurance Center, we believe our dealers and customers will experience the best motorhome on the market under Jo's leadership," Jacobs said. "We are once again proud to be



investing in our community, and we are investing in our customers to give them the best product and the best ownership experience possible.”

The goal of the center is to mirror and improve upon the customer delivery process and criteria already in place by many REV RV dealers.

Lenny Razo, Vice President of Sales for REV RV Group, said this move will take the brands to the next level. “Our goal is to deliver the best product in the industry,” he said. “This new center and the Quality Assurance team’s true ‘white glove’ testing will ensure delivery of that goal.”

The new Quality Assurance Center will put each unit through a rigorous 193-point inspection process. The new quality assurance process includes a test drive of the coach, a rain bay test, inspection of interior and exterior fit and finish and a complete function test on all electrical systems, plumbing systems and AV equipment.

“Units will not be released for shipment until all processes are passed,” Theart said. “We believe we have the most innovative products in the industry, and our quality inspection process will mirror that. Quality team members will have surface tablets on hand to aid in the inspection process. The tablets will allow team members to record notes and provide instant feedback on any quality issues that may arise.”

Some of REV’s most-experienced and detail-driven associates have already filled key roles in the quality team.

“We were excited to see the response to this facility and our plans for this team from our long-term employees,” Theart said. “Filling this team with excited, experienced people has been an easy task. Our associates are thrilled to be part of this strategic move.”

Each unit inspected at the Quality Assurance Center will leave with a signed document outlining the inspection process. Dealers will have direct access to the document and will know which team members were responsible for their unit inspections. The REV RV Group welcomes dealers and customers alike to stop in and see the Quality Assurance Center first hand.

“Our dealers and customers are constantly raising the bar on quality expectations,” Razo added. “With this new facility, coupled with our quality assurance process and team, the REV RV Group is setting the standard for the best-built and most-reliable motorhome products on the market.”

The center’s opening follows on the heels of [REV Recreation Group’s recent renovation and expansion news](#).