

AllBooks Review

by Greg Saunders

Genre: Non-Fiction Technical

Title: **MAKING IT RIGHT - Why your Car Payments are lasting longer than your FACTORY PAINT JOB - Basic Guide**

Author: **Stephen N Gaiski**

So, ever wonder why your car's paint peels off and why your dealership may be less than enthused about fixing it? Making It Right gives you a look into the auto industry, and literally, the paint process, and it answers to the unspoken question from the front cover of the book; Why your Car Payments are lasting longer than your FACTORY PAINT JOB. This Basic Guide is a companion to the Technical Guide (Additional information, statistics and analysis in the Technical Guide) of the same name which gives the reader a clear and complete picture of the problem, why we are receiving a substandard product and what to do about it, and suggested help for both for the consumer and the auto industry in general.

Making It Right flows forward from about 1995 and shows how a change in a business model can affect an entire industry. I remember one of the last car commercials I saw that showed a clean factory and automated painting machines dipping then spraying a car. Little did I know that that process has mostly been 'out-sourced' and that car companies, to save money, have third parties delivering pre-painted parts to the assembly line. You would think that with proper quality control this would not be a problem. But is it?

The author, Technical Director of Zestar Corporation, a market leader in the intellectual property licensing of automotive paint applications software, automotive paint durability research and lean manufacturing assessments, was on a fishing trip when he pulled into a parking lot and noticed several vehicles with peeling paint. As an industry expert, Mr. Gaiski found this odd and concerning. Concerning enough that it prompted him to initiate a research project to find out why. Why what was being promised was not being delivered. In his research he found that billions were paid by automotive manufacturers for services only partially received. Among many other statistics, he found that 94% of all vehicles sold have paint jobs that would be classified as factory defects (they are sold anyway). But discovering the problem is only the beginning of the solution. Gaiski takes you full circle by explaining the substandard paint process being used, the depth of the problem, the process as it should be done, possible solutions, and what you as a consumer, a dealer or even an auto manufacturer can do about it. This book is really an exposé, and the final chapter, Making It Right, calls for industry change. And if there is no voluntary change the author calls on consumers, dealers and advocacy groups to push for a "Truth In Finish Disclosure" legislative fix to put pressure on the companies supplying the product. Unfortunately this is where this may be heading.

Making It Right may seem to have a very narrow audience, but after reading it I realized how far reaching the issue really is. I recommend the book to anyone who is contemplating buying a car, has purchased one in the last ten years, and to the dealers and the automakers themselves (like they don't already know about this!). Read it and then ask the proper questions when you see your new 'baby' and its shiny paint job, because you really do want the paint to outlast your payments.

Reviewed by reviewer Gregory J. Saunders, Allbooks Review, www.allbookreviews.com

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