

Assured Performance Minimum Certification Requirements:

General Business Requirements

SHOPS MUST:

- 1. Be in business for a minimum of (5) years, or posses verifiable credit rating and service history
- 2. Provide proof of Garage Keepers Liability insurance with a minimum of \$1M policy limit
- 3. Provide customers with a Limited Lifetime Warranty
- 4. Subscribe to an electronic p-page logic estimating system
- 5. Be in compliance with all Local, State and Federal government regulatory requirements

Customer Service

SHOPS MUST:

- 1. Measure customer satisfaction through a third-party service provider
- 2. Utilize a preferred rental car provider or provide complimentary customer transportation
- 3. Clean vehicle interiors and exteriors before delivery to customer
- 4. Have a well-maintained customer parking area that is well-lit
- 5. Have a professional, well-maintained customer reception, waiting and restroom areas

General Technical Repair Capability

SHOPS MUST:

- 1. Meet I-CAR® Gold Class® or equivalent with proof of ongoing technical training (assessment required)
- 2. Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance
- 3. Utilize a frame rack or dedicated/universal fixture bench, with appropriate vehicle anchoring and pulling capabilities
- 4. Utilize an electronic three-dimensional vehicle measuring system
- 5. Maintain a current data subscription for the measuring system being utilized
- 6. Provide proof of technical training to operate the measuring system being utilized
- 7. Utilize an R134a refrigerant recovery/recycling system or proof of a qualified sublet provider
- 8. Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider
- 9. Have the ability to remove, replace and reinstall steering and suspension components, as well as engine and drive train units
- 10. Have the ability to perform pre- and post-repair vehicle diagnostic scans and proof of calibrations
- 11. Have a spray booth with forced drying capabilities
- 12. Utilize an OEM approved refinishing system
- 13. Provide proof of product training for the refinishing system being utilized
- 14. Have an above ground lift with a lift capability of at least 7,000 lbs
- 15. Utilize pressure-feed, anti-corrosion compound and application equipment
- 16. Have a documented Quality Assurance/Quality Control system

ADVANCED MATERIAL REPAIR TECHNICAL CAPABILITIES

All of the following capabilities must meet the vehicle manufacturer's specifications according to year, make and model

Steel/Ferrous Material Technical Repair Capability (Required)

SHOPS MUST:

- 1. Have a 220 Volt, 3-Phase Inverter-Type (or functionally equivalent Hybrid)-Squeeze -type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- 2. Have a 220-volt MIG/MAG welder for steel fusion
- 3. Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire and pulling attachments
- 4. Have completed I-CAR® WCS03 - Steel GMA (MIG) Welding Certification
- 5. Have a MIG welder with silicon-bronze MIG brazing capabilities
- 6. Have proof of training in silicon bronze MIG brazing or completed I-CAR® BRZ02 - MIG brazing course

Composite Material Technical Repair Capability (Optional)

SHOPS MUST:

- 1. Have the required tools and equipment to repair advanced structural composites and/or carbon fiber components
- 2. Provide proof of training or certification in the repair of advanced structural composites or carbon fiber components
- 3. Have a Clean Room and air filtration and Evacuation Requirements (A work separation system that isolates specialized vehicle from cross contamination during the repair process.) Note: separation can be a separate room or curtain system
- 4. Provide credentials of any OEM Certification with advanced structural composites or carbon fiber construction

Aluminum Repair Requirements/Non-Ferrous (Required for FORD)

SHOPS MUST:

- 1. Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- 2. Have a designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. The inventory must contain all required hand tools per Ford F-150 Collision Repair Program
- 3. Utilize a 220v Pulse MIG welder specifically for aluminum vehicles
- 4. Utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers and dent extraction system
- 5. A specialized aluminum SPR (Self Piercing Rivet) gun approved by the Ford Paint and Body Technical Center – currently only the Chief, Henrob and Pro Spot SPR riveters are approved
- 6. An Immersion-Type, Wet Mix dust extraction system or pneumatic (air operated) vacuum system dedicated to aluminum dust - The system can be portable or centrally installed system
- 7. I-CAR® FOR06 - 2015 Ford F-150 Structural Repair Training Course
- 8. I-CAR® WCA03 - Aluminum GMA (MIG) Welding Certification
- 9. I-CAR® FO007E01 - 2018 Expedition & Navigator Aluminum Body Repair (2 technicians must attend)

Suggested Additional Best Practices:

- 1. A designated welding fume extraction system
- 2. Frame Alignment Fixtures - A select number of qualifying frame alignment accessories are available for Chief, Car-O-Liner and others
- 3. Welding station or equivalent so all welding certified technicians can administer practice welds prior to welding new panel

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5-STAR BUSINESS PROGRAM: Best Practices Checklist

Management & Administration

- Does your company have a mission/vision statement?
- Have you documented all operating procedures?
- Do you offer extended working hours or additional work shifts to increase capacity and better serve your customers needs?
- Do you have a written business plan?
- Do you have a process for collecting accounts receivable (A/R)?
- Do you have a process for accounts payable (A/P)?
- Do you have a policy in place regarding the acceptance of Credit Cards?
- Do you have a system in place to meet daily goals and objectives?
- Do you have a system in place when receiving cash payments?
- Have you compared financial performance of your shop to others within the industry?
- Do you have a formal customer dispute resolution policy?
- Do you have written agreements and/or policies with your vendors?
- Do you have written a repair authorization that is signed by your customers before you begin repairs?
- Do you have a written Payment Policy that is signed by your customers before you begin repairs?
- Do you have a vehicle check-in procedure?
- Are your labor rates and charges posted in your customer lobby?
- Do you engage a third party to ensure environmental and/or regulatory compliance?

Financial

- Do you measure material usage and cost per technician?
- Do you post goals and results for your staff?
- Do you review a monthly Profit & Loss (P&L) statement?
- Do you track gross profit margins?
- Do you measure and monitor your production efficiency?
- Do you monitor cycle-time?
- Do you track dollars produced per employee?
- Do you monitor touch time? (hours produced per vehicle per day)
- Do you monitor Closing Ratios?
- Do you measure Sales per Service Writer?

Customer Care

- Is your lobby and customer reception area inviting and clean?
- Is there adequate, comfortable seating that is clean and presentable?
- Do you have a clean restroom that is available for your customers and guests?
- Do you conduct daily follow-up calls on estimates written?
- Is there an area designated for children to play with toys?
- Do you provide refreshments to customers and guests?
- If and when conflicts or disputes arise, do you have a private area to use that is out of ear shot of other people in the area?
- Do you display up-to-date signage including: certification, training certificates, customer testimonials and any awards or plaques that you or your employees have earned or received?
- Do your employees, especially those greeting customers, understand and have the ability to explain what the certification(s) or other credentials you have earned mean, and how that translates to a quality repair?
- Do you have a dress code for production and administrative personnel?
- Do you have a standard greeting for walk in customers and guests that is followed by all staff members?
- Does your team utilize a consultative sales approach?
- Does your team approach the customer with empathy and understanding?
- Does your team offer to explain the estimate and repair process to educate the customer?
- Does your team offer add-ons or up sells to the customer?
- Do you utilize a formal vehicle delivery process?
- Does your facility provide ongoing communication regarding repair status?
- Do you have complimentary Internet (Wi-Fi) service available in customer waiting areas?
- Do you have a standard greeting used by employees when they answer the phone?
- Do you monitor Customer Satisfaction (CSI) survey results?
- Do you send thank you letters, seasonal cards, birthday cards or special announcements to maintain customer loyalty?
- Is your staff trained to handle irate or upset callers?

Facility

- Do you utilize a checklist and inspect your entire facility for appearance and safety concerns on a monthly basis?
- Is the production area clean, organized and safe?
- Do you have computer workstations in designated work areas?

- Is the property professionally landscaped and maintained?
- Is the production floor painted to present a professional image?
- Is the production area properly illuminated to provide a productive work environment?
- Do you have professional outdoor signage that is illuminated and uses the company logo?
- Is your outdoor signage maximized for visibility?
- Is the exterior of your building maintained in a clean and professional manner?
- Is your vehicle storage area secure and presentable?
- Are there signs directing your customers where to park for estimates and enter the office?
- Are there signs directing your customers to the lobby?
- Are all desks, file cabinets and office work areas free from debris and clutter?
- Does your facility have an assigned storage area for scrapped parts out of view from the general public?

Human Resources & Training

- Do you have ongoing sales and customer service training?
- Are all estimators trained to use all of your specific estimating systems?
- Do your employees receive ongoing performance feedback as well as an annual review?
- Do you have a documented employee dispute resolution process?
- Do you provide technicians with uniforms?
- Do you utilize production teams?
- Do you have job descriptions for each position?
- Do you have an employee handbook that is distributed to all employees?
- Do you have a documented orientation process for new employees?
- Do you have an employee incentive program?

Marketing, Advertising & Sales

- Do you have a marketing plan that is designed to reach the customers in your service area?
- Have you established relationships with strategic accounts to generate additional business?
- Do you have an advertising budget?
- Does your website clearly describe the services you offer and properly represent the image you are trying to project?
- Do you have someone on staff or utilize a 3rd party to monitor/optimize your website and social media presence (SEO, site linking, blog, reviews, etc.)?
- Do you have a team member or 3rd party assigned to monitor and respond to any electronic inquiries in a timely manner?
- Do you promote your shop to local schools, civic groups and professional organizations?
- Do you utilize an after-hour live service to assist customers who have needs outside of your normal operating hours?
- Do you have a public relations or marketing professional engaged in your business?
- Do you schedule open-house events and car care clinics on an annual basis?
- Do you have a Customer e-newsletter?
- Do you have a company logo that is scalable and readily accessible?

Production, Parts, Tools & Equipment

- Do you organize work spaces and equipment layout for maximum efficiency and throughput? (Sort, Set in order, Shine, Standardize, Sustain)
- Do you utilize an electronic parts procurement system for ALL parts orders?
- Do you have a system for checking in parts?
- Do you have procedures for handling parts returns?
- Do you have an area for parts delivery outside of the lobby?
- Do you have organized storage for new parts and parts that have been removed from a vehicle being repaired? (IE parts carts)
- Do you have quality standards for all repair procedures to be performed?
- Is all equipment maintained and in proper working order according to a maintenance schedule?
- Do you have a system to charge for shop supplies, nuts, bolts, clips and material inventory?
- Does the facility have plastic welding and adhesive repair equipment?
- Does the facility have a mobile fuel retrieval system with automatic extraction?
- Do you have a secure area for storing sensitive interior parts such as seats, air bags, interior trim and instrument panels?