



THE CERTIFIED REPAIR OPTION

Proper Repair Documentation is NOT a product or an option. When you provide every customer with a Fully Documented Certified Repair, you have the peace of mind of knowing that your technician's advanced training, use of manufacturer's repair procedures, completed diagnostic scanning, initializations, and calibrations were properly recorded and completed in accordance with the manufacturer's specifications.



CONTACT MANAGER

Contact Manager is where you will find, add, and upload information about your customers. You can even sort customers based on their vehicle year, make, and model, or export search results to create detailed reports. This information also allows you to keep in touch and stay connected with your customers long after the repair, with value-added offers from your OEM partners and your own Collision Care program.



CERTIFICATION MANAGEMENT

ShopOps makes it easy to ensure that your shop meets and maintains all requirements for Certification and other referral programs, including our Certified Network, a Value-added Group, or a DRP Network. This feature allows you to see what the requirements are, answer any questions, upload documentation and proof of compliance, view your deficiencies, create a "To Do" list and improvement plan, then track your progression.



REPAIRDOC CERTIFIED REPAIRS

As a member of our Certified Network, you have exclusive use of our patent pending RepairDOC smart application. Based on blockchain technology principles, this collision repair documentation system will allow you to ensure that all documented proof is electronically verifiable and linked to the vehicle identification number (VIN), with all evidence maintained for the life of the vehicle. Best of all, RepairDOC is easy-to-use and allows your technicians to take a photo using a smartphone or tablet.!



FULLY DOCUMENTED INVOICING

A final invoice, generated through RepairDOC, includes electronic proof of the key components of the repair. Unlike traditional estimating practices that are filled with cost shifting repair and part substitutions (which create inaccuracy or leave the repairer and all related parties exposed to liability), a Fully Documented Invoice shows where the vehicle was repaired, how, with what, by whom, and if the vehicle was fully functional upon delivery (via scan code reports).



REDUCE LIABILITY EXPOSURE

Our easy-to-use time-tested system of properly documenting every repair using RepairDOC and offering an equally documented invoice helps to mitigate your liability exposure. Best of all, you will provide consumers with the ultimate in quality and consumer confidence... and it includes an electronic mobile Smart App Quality Assurance checklist for your highly trained technicians.

CONNECT WITH YOUR BUSINESS VIA OUR APPS!



ments of a **Certified Repair Provider** business
ation and automation to your business!

DATA MANAGER: DATA SAFE, DATA MANAGER, AND DATA IQ

These exclusive features enable you to maintain complete control and safely store your data, from estimate to documentation. You can view overall performance data and comparative benchmarking for your business, secure your administrative and vendor data in our Amazon Cloud-based system (AWS), or track and report your Key Performance Indicators (KPIs) with a comprehensive internal data-driven dashboard for shop self-management. You'll have access to push reports that keep you informed of your business's overall performance, robust reporting averages & percentages, and details about your average estimate, percentage of OE parts use, and more.

BUSINESS IMPROVEMENT

The Business Improvement tab in ShopOps allows you to continuously perfect your business procedures and boost your bottom line with tools that help you make better decisions about your business and the future, including a Pro Forma, Business Improvement Program, and more!

TRAINING MANAGER

By accessing the Training Manager in ShopOps, you can locate tutorials and training tools that will keep your team on top of industry standards, requirements, and other third-party training. In addition, you can participate in exclusive Assured Performance training courses that will not only instruct you on how to take full advantage of marketing and business improvement tools, but also a best practice approach to running your Certified Repair business. These members-only tools allow you to leverage a completely new Certified Repair Provider (CRP) model that is uniquely ready to meet all industry changes and advancements.

DOCUMENT MANAGER

Consider this tab your "Standard Operations Manual" where you can store, organize, and access all the paperwork necessary to keep your business performing at the highest level. You'll also discover checklists, templates, and even job descriptions that can be edited to fit your immediate needs. Best of all, our Cloud-based data storage is secure, which means that you'll no longer have to worry about losing track of important information!

HR & SKILL SETUP

Manage your staff right down to the smallest detail in our HR portal. Keep track of each technician's pertinent information, skills inventory and roster, deficiency reports, and more. Don't have a quality control or human resources employee on the payroll? Skills inventory will match your technician's training to the necessary skills to offer every customer a fully documented "Certified Repair." Best of all, our technology will automatically import new, completed training! ShopOps contains everything that you need to build a well-rounded team of talented professionals.

CERTIFICATE OF COMPLIANCE, AUTHENTICITY, & CERTIFIED REPAIR

When your customers request the Certified Repair Option (CRO) they will receive one or more of the following Certificates, which you can produce along with their Fully Documented Invoice. Provide your customers and insurers with multiple Certificates, including a "Certificate of Compliance," "Certificate of Authenticity," or a "Certificate of Certified Repair."



ShopOps Process Management

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**Certified by One,
Recognized by Many!**

In 2020, Assured Performance officially launched the “Certified Repair Option” and use of our patent pending smart app, RepairDOC. As a member of our Certified Network, you are automatically qualified to participate in numerous OEM Certified Network Programs and offer every customer a Fully Documented “Certified Repair,” a Fully Documented Invoice, and become officially recognized by numerous leading insurance carriers.

You have been Certified just one time, just in time! As a Certified Repair Provider, you have something priceless—CARE to do things the right way.

As an integral part of your Assured Performance Certification, you have access to distinguished OEM signage, use of OEM Certification logos, and turnkey marketing and business improvement tools in ShopOps.

ShopOps is a business intelligence solution filled with the critical tools that you need to operate and succeed as a Certified Repair Provider.



BUSINESS INTELLIGENCE SOLUTION

ShopOps is an electronic business intelligence “tool box” filled with key features that help you manage, organize, improve, and fortify your business infrastructure. Assured Performance’s emphasis on proper documentation is based on the Ishikawa Diagram of manufacturing and the 5Ms: Man, Machine, Material, Method, and Measurement.

ShopOps works as the ultimate ecosystem providing you with immediate control over your business and access to relevant stakeholders and the consumer. Our Certified Collision Repair Provider business operations model brings the data integration and automation that will drive your business into the future and separate cut-rate shops from best-in-class businesses.



CONNECTIVITY

Connectivity is one of the most powerful and exclusive features of ShopOps. All of the dots are connected through cutting edge smart apps. Field inspector-auditors, technicians, business analysts, consumers, skills assessors, and/or shop management automatically connect and upload data to your ShopOps This eliminates double entry or a two-step process and provides you with real-time recorded electronic repair documentation proof and the ability to produce a fully documented invoice showing the repair details that your customers and insurers care about most.



INDUSTRY-WIDE STAKEHOLDER SOLUTION

ShopOps provides you with exclusive, patent pending turnkey business tools that will immediately provide you with exclusive, patent pending turnkey business tools that will immediately deliver technological order to your business, even during changing marketplace demands.

You will be connected to tools that allow you to self-manage your business’s performance at a macro and micro level! This means that you will have a convenient dashboard of KPIs, comparative benchmarking, automated scorecard reporting, training manager, and in direct contact with all industry stakeholders, including the consumer!

