

Toyota Canada – Certified Collision Centre Best Practice

- 1) **Protective Equipment** – The collision centre should be equipped with items such as Welding Shields, Welding Blankets, Protective Gloves, Leather Arms, Welding Screens, Safety Glasses. Paint Respirators & Hybrid Gloves. Staff should be trained how to use these items as well as other safety items in the shop.
- 2) **Process** – The collision centre should take every precaution to protect a customer’s car while in their possession, this includes a proper and secure storage area, and items to protect the inside of the car such as floor mats, seat covers and steering wheel covers. No parts should be stored in a customer’s vehicle.
- 3) **Image** – The collision centre should have an image or uniform program with name tags so that customers that visit the collision centre can easily identify employees.
- 4) **Communication** – The collision centre should be able to communicate in the customers preferred form of communication (Phone, E-mail, Text). This should be established early in the planning process. The collision centre should also have a website as well as other social media such as Twitter, Facebook etc. that is current and checked frequently.
- 5) **Production Meetings** – The collision centre should have daily or multiple meetings during the day with staff to review items such as daily production, vehicle due, delays, health and safety, technical info, tips, shop policy, SOP’s, special events ...etc.
- 6) **Policy and Standard Operating Procedures (SOP’s)** – The collision centre should have written policies for health and safety, code of conduct, protective equipment (PPE), quality control and other process’s in the various departments in the collision centre. The collision centre should also have Standard Operating Procedures for the various process in the shop such as QC, Detailing, Paint, Prep, Housekeeping ... These Policies and SOP’s should be reviewed and updated on a yearly basis and communicated to all staff.
- 7) **House Keeping 5S / Lean** – The shop should perform housekeeping, 5S or Lean on a daily basis. 5S is:
 - Sort – Eliminate clutter or items not needed (junk)
 - Set in Order – placement and markings for tools and equipment
 - Shine – everything is nice and clean
 - Standardize – develop standards
 - Sustain – ongoing practice of 5S
 - “Everything has a place – Everything in its place”
- 8) **Training and Information** – The collision centre should be committed to training and associate development. The collision centre should have computers available so that staff can take on line training sessions, reference technical information and be informed of changing industry trends and technology. Collision Centres should participate in various industry conferences and events such as CCIF, SEMA, NACE and local events from jobbers or suppliers.
- 9) **Alternate Transportation** – The collision centre should offer alternate transportation such as a shuttle, rental car or loaner cars.

- 10) **Test Drives** – Collision Centres should test drive vehicles once repairs are completed especially on newer vehicles with advanced safety systems to ensure they are working as designed. Test drives should be performed if the repairs included welding, straightening and any repairs to accident avoidance systems or safety items.
- 11) **Repair Planning and Delivery** – The collision centre should have a well-lit, clean, and protected from the elements area to perform damage analysis and repair planning. The collision centre should also have an area protected from the elements to perform vehicle delivery back to the customer once repairs are completed.
- 12) **Health and Safety** – Collision Centres must be committed to the health and safety for its employees and be in compliance with local / provincial regulations. Items to consider but not limited to:
- Shop equipment inspected and maintained as per provincial requirements (Hoists, Paint Booth, Lifting devices etc.)
 - Proper and current Health and Safety Board with required posted documents. Items such as “Right to Know”, Green Book, H&S Policy, First Aid Info, Work Place Violence, Fire Evacuation etc..
 - Health and Safety team with regular meetings and minutes posted on a H&S board.
 - Health and Safety Team with regular facility inspections and post findings on the health and safety board.
 - Fire extinguishers and eye wash station in the proper location that are current, clean, inspected as per regulations and not blocked by tools, parts or vehicles.
 - Designated and properly trained first aiders and the required supplies needed in a first aid kit that is maintained and inspected monthly.
 - Monitor employees to ensure they are working safely, such as usage of safety glasses, hearing protection, respirators, welding gloves / welding jacket etc..
- 13) **Aluminum Repair** - Shop has separate tooling and equipment to perform aluminum repairs as per Toyota repair procedures.