

Assured Performance Certification C.O.R.E.* Requirements: *Collision Operation Repair Essentials

GENERAL BUSINESS REQUIREMENTS

- 1. In business for a minimum of (5) years or verifiable credit rating and service history
- 2. Have current Garage Keepers liability insurance with a minimum of \$1 Million policy limit
- 3. No felony convictions by ownership or management
- 4. A preferred rental car provider or complimentary customer transportation
- 5. Customer Satisfaction Rating (CSI) service that is measured by a third-party service provider
- 6. A Limited Lifetime Warranty on completed repairs
- 7. A current subscription or use-access to OEM repair procedures for all applicable year, make, model vehicles to be repaired
- 8. The capability to provide complete repair documentation with corresponding proof of compliance to OEM repair procedures where applicable and all historical information is safeguarded electronically
- 9. A data-driven estimating system with Assured Performance dataMANAGER connected for reporting
- 10. A pre-delivery cleaning process for all vehicle interiors and exteriors
- 11. An adequately maintained customer parking area that is well-lit
- 12. A clean & well-maintained customer reception, waiting and estimating area with convenient customer restrooms
- 13. Adequately illuminated work areas for repairing, refinishing and detailing vehicles including inside of spraybooth
- 14. A data privacy policy, available to your customers, that outlines the protections provided for their personally identifiable information (PII)

TOOL AND EQUIPMENT REQUIREMENTS

(These requirements are all subject to the year, make, and model of the vehicle being repaired)

- 1. An electronic 3D measuring system for structural diagnostics, correction, and documentation
- 2. Current data subscription for three-dimensional measuring system
- 3. A frame rack or bench system capable of producing body and structural pulls
- 4. Celette fixture bench (GT-R only)
- 5. 4 Point vehicle anchoring or fixturing capability for cars and light trucks
- 6. 220v 3-Phase, Inverter-Type Squeeze-type Resistance Spot Welder (or equivalent) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- 7. 220v (208-240) GMAW MAG Welder for Steel with 140 Amp or greater output (180 Amp preferred)
- 8. 220v (208-240) Silicon Bronze GMAW for MIG Brazing Pulse capable MIG w/Synergic Adjustment & non-pulse setting with 200 Amp output capability
- 9. R134a and R1234yf refrigerant recovery/recycling system or proof of qualified sublet A/C service provider
- 10. Above ground lift with a lift capability of at least 7000 lbs.
- 11. Capability to perform and verify four-wheel alignment either in-house or through a sublet provider
- 12. The capability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units (in-house or through a qualified sublet)
- 13. Perform pre and post repair diagnostic vehicle scans on all vehicles as required by the vehicle manufacturer and retain proof of ALL post repair diagnostic scan results and calibrations performed as required by vehicle manufacturer (in-house or through a qualified sublet)
- 14. OEM approved refinishing system (paint mix room)
- 15. A spray enclosure (paint booth) with forced drying capabilities
- 16. Pressure-feed corrosion protection material application equipment with wand attachments for applying anti-corrosion materials inside body cavities with a 360-degree spray pattern

Disclaimer:

*All equipment, capabilities and training required must meet published Original Equipment Manufacturer (OEM) specifications for the year, make and model of the vehicle being repaired, these same requirements shall also apply to any sublet providers for operations performed. Current revisions of these requirements are available online at: www.AssuredPerformance.net or with the auto manufacturer of record and are subject to change at any time. Assured Performance does not set prices, offer concessions or raise or lower prices charged for collision repair services in any manner.

TOOL AND EQUIPMENT REQUIREMENTS – ALUMINUM & ADVANCED MATERIALS

(The following are **optional** tools and equipment only required for specialized Certification programs for the repair of Aluminum and other Advanced Materials)

- 1. A work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- 2. A designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. May be subject to specific manufacturer requirements
- 3. 220v (208-240) GMAW MIG Welder for Aluminum – Pulse capable MIG w/Synergic Adjustment
- 4. A dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction system
- 5. An Immersion-Type, Wet Mix dust extraction system or pneumatic (air operated) vacuum system dedicated to aluminum dust
- 6. Self-Piercing Rivet gun with mandrel that meets manufacturer requirements
- 7. Dye Penetrant kit for detecting fractures to aluminum (GT-R only)

TECHNICAL TRAINING REQUIREMENTS

- 1. Proof of on-going technical training, specific to new automobile years, makes, and models, for all technical staff
- 2. Proof of training or certification in silicon-bronze MIG brazing
- 3. Certificate of EPA Section 609 compliance for refrigerant recovery
- 4. Proof of training to operate the three-dimensional measuring equipment being utilized
- 5. Proof of product training from the OEM approved paint manufacturer being utilized

ADDITIONAL NISSAN TECHNICAL TRAINING REQUIREMENTS

- 1. Safety Shield Technologies through I-CAR must be attended by two (2) technicians
- 2. Nissan Repair Considerations through I-CAR must be attended by two (2) technicians
- 3. INFINITI Repair Considerations through I-CAR must be attended by two (2) technicians
- 4. Nissan Collision Estimating Essentials course must be attended by one (1) individual
- 5. Nissan GT-R through I-CAR must be attended by one (1) technician (GT-R only)
- 6. Nissan GT-R Diagnostics through I-CAR must be attended by one (1) technician (GT-R only)
- 7. Nissan GT-R Repair Considerations through I-CAR must be attended by one (1) technician (GT-R only)

ADDITIONAL FCA TECHNICAL TRAINING REQUIREMENTS

- 1. Marketing your FCA Certification through AMI (must complete within 90 days of approval)
- 2. How to Use Tech Authority through AMI (must complete within 90 days of approval)
- 3. ADAS Driver Safety Systems through AMI (optional at this time)
- 4. wiTECH 2.0 Fundamentals - \$47.50 (prerequisite for FCA Driver Assistance Systems Course)
- 5. wiTECH 2.0 Flashing an ECU - \$47.50 (Prerequisite for FCA Driver Assistance Systems Course)

ADDITIONAL ALFA ROMEO TECHNICAL TRAINING REQUIREMENTS

- 1. Listening Skills through AMI (must complete within 90 days of approval)
- 2. Essential Telephone Skills through AMI (must complete within 90 days of approval)
- 3. ICAR Pro Level 3 (must be ProLevel 3 prior to approval)

ALUMINUM TECHNICAL TRAINING REQUIREMENTS

- 1. Aluminum (MIG) Welding Certification from recognized source functionally equivalent or greater to I-CAR WCA03 - **OR** - Aluminum Certification from recognized source functionally equivalent or greater to Ford, Audi, BMW, Mercedes, Porche, etc

FUTURE ADDITIONAL REQUIREMENTS (6 - 12 Month Timeline for Adoption)

- 1. A paint mil gauge for measuring paint thickness on plastic substrates
- 2. A paint mil gauge for ferrous and non-ferrous metal substrates
- 3. A welding station for making practice and test welds with vice and caliper for destructive testing
- 4. Capability to provide “Certified Repair” based upon repair documentation, proof of OEM repair procedures use where applicable, parts usage and trained technician performing the repair

5-Star Business Program: Best Practices Checklist

Management & Administration

- Do you have documented operating procedures for all tasks that are to be done repetitively as well as for all specialized processes performed in your business?
- Do you have job descriptions for Management and goals and objectives for each management team member?
- Do you have an electronic repository and library accessible to all appropriate staff that contains all procedures, checklist, forms, job descriptions, etc. for your all aspects of your business?
- Do you have a document revision and dating process to track document accuracy, usage and relevance?
- 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 updated with measurable objectives, projections and budgets?
- Do you have a detailed process for collecting accounts receivable (A/R)?
- Do you have a detailed process for accounts payable (A/P)?
- Do you have a credit card policy in place, and have you recently compared credit card merchant rates to ensure the company is paying lowest rates?
- Do you have a system in place to measure and monitor daily goals and objectives for sales, marketing and production?
- Do you have a system in place to handle cash payments to ensure the proper accounting and safe deposit especially in the absence of management?
- Do you compare your business's financial performance with others similar size and type shops within the industry (Benchmark, Rating, Ranking)?
- Do you have written agreements and/or policies with your vendors that are reviewed and updated annually?
- Do you safeguard all estimate and management system data to prevent hacking, accidental destruction, or malicious theft?
- Is all banking, check writing, check cashing, and deposit processes audited and follow general accepted accounting principles (GAAP)?
- Are your labor rates and charges posted in your customer lobby?
- Do you have a posted special rate or price for a "Certified Repair" option?
- Do you engage a third party to ensure safety, environmental and regulatory compliance?
- Does your company have a mission/vision statement shared with staff and consumers?
- Do you have weekly, quarterly and annual management team meetings to set goals and objectives and review progress, plans, budgets, forecasts, etc.?

Financial

- Do you review monthly, quarterly and annual Profit & Loss (P&L) statements?
- Do you measure and monitor gross profit by department and/or profit center?
- Do you measure and monitor your production efficiency and overall key performance indicator (KPI) data and measure it by hours, tech, writer, insurer, vehicle make, etc.?
- Do you measure and monitor your shop performance based upon data analytics?
- Do you measure and monitor dollars produced per employee, per sq. ft, per day, per job, etc.?
- Do you post goals and results for your staff?
- Do you measure and monitor material usage and cost per technician?
- Do you measure and monitor cycle-time?
- Do you measure and monitor touch time? (hours produced per vehicle per day)
- Do you measure and monitor sales closing rate and "referral source" such as DRP, internet, walk-in, etc.?
- Do you measure and monitor sales per Estimator/Service Writer and provide incentives based upon closing rate, estimate accuracy, CSI, etc?

Customer Care

- 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?
- 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 provide a "Certificate of Authenticity" to your customers when proof can be shown that all parts used to repair the vehicle (VIN) were new, genuine OEM replacement parts?
- Do you provide a "Certificate of Compliance" to your customers when all repairs are documented to show proof that OEM repair procedures for the specific vehicle (VIN) were followed?
- Do you provide a "Certified Repair" Certificate to your customers when all repairs are documented to show proof that OEM repair procedures were followed, a properly trained technician performed the repair, and quality approved parts were used for their specific vehicle (VIN)?
- 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 Wi-Fi capability in shop area and vehicle areas?
- 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, clean and professional?
- Is your vehicle storage area secure and presentable?
- Are all Certification and DRP affiliation signs displayed in the customer reception, lobby and shop areas well-lit, professionally mounted and self explanatory?
- Are all staff training credentials properly displayed and self explanatory?
- 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 clutter?
- Does your facility have an assigned storage area for scrapped parts out of view from the general public?
- Do you have a secure area for storing sensitive interior parts such as seats, air bags, interior trim and instrument panels?
- Are all work areas adequately lit for all technical work to be performed (500 – 1000 LUX - metal, refinish, detail may vary) and the lighting color temperatures higher than 3500K (4,000K preferred) for proper color matching and refinishing according to paint manufacturer specifications?

Human Resources & Training

- Do you have and maintain an inventory of your staff's skills, knowledge and capabilities in a data structure that is easy to monitor to ensure you have adequate skills for all operations performed?
- Do you have ongoing sales and customer service training?
- Are all estimators trained to use all of your specific estimating systems and best estimating techniques?
- Are all paint department staff trained and have exact procedures to follow for the variety of work performed and according to the refinish system used? Do you maintain records of the training?
- Do you track and maintain all equipment vendor training received by your staff?
- Do your employees receive ongoing performance feedback as well as an annual review based upon meeting business and personal goals, objectives and increasing their skills and knowledge?
- Do you use pay plans that follow wage and hour laws with performance incentives that allow for incremental growth based upon performance, skills, and capabilities?
- Do you have a documented employee dispute resolution process?
- Do you use written job offers that have a clause for non-conflict and non-disclosure and a clause for arbitration in the case of termination?
- Do you provide technicians with uniforms?
- Do you provide technicians with badges for name, title, special skills, etc
- 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 a career path and corresponding incentive program for all positions?

Marketing, Advertising & Sales

- Do you have a marketing plan that is designed to reach the customers in your market area?
- Have you established relationships with strategic accounts to generate additional business?
- Do you have an advertising budget that is spread throughout the year and plans around the highs and lows of your business sales?
- Do you have a website that clearly describe the services you offer and properly represent the image you are trying to project?
- Are you listed on consumer and insurer-facing on-line locators and smart apps from various OEM certification networks and consumer awareness programs?
- 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 have a detailed process for accepting appointments generated from online and smart app locators?
- Do you have and maintain an appointment calendar?
- 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?
- Do you have a consumer awareness reception area video that educates your customers while they wait?
- Do you have promotional displays signs and information to help inform and educate your customer and increase their confidence level?

Production, Parts, Tools & Equipment

- Do you organize work spaces and equipment layout for maximum efficiency and throughput?
- 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 procedures for overnight and night-time parts deliveries?
- Do you have an area designated for parts delivery, management, staging, check-in, etc that outside of the lobby and public areas?
- Do you have organized storage for new parts and parts that have been removed from a vehicle being repaired? (e.g. parts carts)
- 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?

Quality Assurance, Repair Documentation and Liability Mitigation

- Do you have quality standards for all repair procedures to be performed?
- Do you follow OEM repair Procedures when repairing vehicles?
- Do you have a policy for what procedures you will follow when no OEM repair procedure is present?
- Do you ensure that technicians have on demand access to the correct repair procedures prior to and during the repair process?
- Are the exact repair procedures that were referenced maintained electronically with the estimate/Repair Order to mitigate your liability?
- Do you have a way to prove that the technician repairing the vehicle was properly trained and followed the proper repair procedures? Is that information maintained and archived with the VIN and RO/Estimate in perpetuity?
- Do you have all the tools and equipment that meet manufacturers specifications to repair all vehicles that you accept?
- Do you have an inventory of all of your tools and equipment and their performance specifications?
- Do you use an electronic quality control program to ensure each labor operation performed meets quality standards and is that information safeguarded and archived with the VIN?