

Toyota Certified Collision Centre Self-evaluation / Recertification check list



#	Section	Question	Yes	No	Evaluator Comments
1	Tools / Equipment	Mandatory Questions - Does the shop have a MIG welder; capable of producing 180 amps output, feeding 0.6mm or 0.8mm (0.023" or 0.030") diameter steel/bronze welding wire ? Does the shop perform test welds? Are Techs certified / trained welders?			
2	Tools / Equipment	Mandatory Questions - Does the Shop have Squeeze-Type Resistance Spot Welder (STRSW) - Min 10000 Amps - Min 600 PSI force? Does the shop perform tests welds? Are Techs certified / trained welders?			
3	Tools / Equipment	Does the Shop have the proper PPE (Welding Shield, Welding Blankets, Goggles, Gloves, Leather Arms, Welding Screens, Safety Glasses, Paint Respirators, Hybrid Gloves) and are staff trained on how to use these items.			
4	Tools / Equipment	Mandatory Question - Does the shop have a Toyota Factory Scan tool (Toyota Tech Stream) or equivalent to perform <u>Zero Point Calibration, Health Checks</u> and recalibration of electronic systems? Does the shop perform a vehicle health check scan (Pre & Post Scan) with same tool? (Aftermarket tools are not acceptable)			
5	Tools / Equipment	Does the shop have a pressure-feed corrosion protection material application equipment with wand attachments for applying anti-corrosion materials (Wax) inside body cavities with a 360 degree spray pattern as per Toyota Repair Procedures?			
6	Tools / Equipment	Mandatory Question - Does the shop have a frame rack, repair bench, pulling equipment capable of 360" pulling, and does the shop have a computerized three-dimensional measuring systems capable of printing pre & post information?			
7	Tools / Equipment	Is the shop equipped with an inventory of shop equipment consistent with current repair standards? (Paint System – Down Draft Paint Booth, Wheel Alignment Equipment, Body Prep, Dent Removal, Paint System, Paint Refinishing, ...)			

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8	Tools / Equipment	Mandatory Question - Does the shop have computers located in the shop with access to the Internet so that Techs can reference Technical Information, take online training courses from TCI, TMS, ICAR, with printing capabilities? (Infostream, TIS, Bulletins,) 1 Computer per 4 techs.			
9	Tools / Equipment	Mandatory Question - Do the techs reference Toyota Technical Info from Infostream / TIS / TRRP to ensure vehicles are repaired as per Toyota's Recommended Repair Procedures?			
10	Process	Do the shop estimators reference Toyota Technical Information as part of the estimate or repair planning? (TIS)			
11	Process	Does the shop use items to protect the inside of the vehicle? (floor mats, seat covers, steering wheel covers)			
12	Process	Mandatory Question - Does the shop have parts carts so that any parts removed from the customer's vehicle are stored on the cart and not in or on the customer's vehicle?			
13	Health & Safety	Is all the shop equipment inspected and maintained as per provincial regulation? (Hoists, Paint Booth, Lifting Devices ...)			
14	Health & Safety	Does the shop have a Health and Safety Team with regular meetings and post minutes / notes as per provincial regulations?			
15	Health & Safety	Does the shop perform an H&S inspection of the entire facility and post findings as per provincial regulations?			
16	Health & Safety	Does the shop have a Health and Safety Board with the required documents posted? (Right to Know, Green Book, H&S Policy, Work Place Violence, Safety meeting notes / inspections ...)			
17	Health & Safety	Are the Eye wash stations, fire extinguisher, First Aid ... etc., in good condition, inspected as per the provincial regulations and not blocked by tools, cars, equipment?			
18	Regulation	Mandatory Question - Does the shop have Licensed Techs for Collision Repair? Does the shop have Licensed / Certified Welders?			

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19	Image	Does the shop have a uniform program for all staff? (Professional Look)			
20	Training	Mandatory Question – Does the shop have I-CAR Gold Status or on the road to I-CAR Gold Certification plus TOY01 . For Provinces with Public Insurance (ICBC, SGI & MPIC) shops must meet the training requirements as mandated by those particular insurance providers and course TOY01 . Has the shop enrolled or participated in Toyota Collision Repair and Refinish Training (USA) and Training offered from TCI.			
21	Amenities	Does the shop provide refreshments to the customers? (Coffee, Tea, Water ...)			
22	Amenities	Does the Shop provide washrooms for customers that are clean, conveniently located?			
23	Parking	Does the Shop have enough paved customer parking with proper lighting for the business volume? (equal to 1.5 x number of production bays) Stalls should have painted lines and wide enough to allow easy access.			
24	Storage	Does the shop have a secured vehicle storage compound?			
25	CSI	Does the shop have a system in place to provide status updates (min every other day as per customer preference via E-mail, Text, or Phone) and does the shop track CSI on completed repairs?			
26	Production meetings	Does the shop have daily production meetings with all staff to review items such as, daily production, vehicle due, delays, H&S, Technical Info / Tips anything new, shop policy's / SOP's ... ?			
27	Warranty	Does the shop provide a written warranty on all repairs? (Minimum 1 Year Warranty)			
28	TRRP	Mandatory Question - Does the shop use Toyota Recommended Repair Procedures when preparing all estimates in Mitchell.			
29	Parts	Mandatory Question - Does the shop submit all estimates to the Toyota Dealership Parts Dept. via O.E. Connection (Toyota Smart Parts) for price matching opportunities?			

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30	Parts	Does the shop use New Toyota OEM parts for all repairs, and are none (New) Toyota OEM (Used, Aftermarket, LKQ) parts noted on the repair order and reviewed with the customer?			
31	Policy	Does the shop have written policies for H&S, code of conduct, protective equipment, QC, Body, Paint ...?			
32	SOP's	Does the shop have current SOP's for various functions / processes / duties for its staff? (QC, Detailing, Body Repair, Paint, Delivery, Housekeeping - 5S etc.) These should be reviewed every year or as needed.			
34	5S	Does the Shop practice 5S? (Sort, Set in Order, Shine, Standardize, Sustain) Everything has a place - Everything in its place.			
35	Systems	Does the shop have a current Bodyshop computer management system? (Mitchell, Audatex Summit,) and does the shop track / monitor Cycle Time, Average repair costs, Parts to Labor ratio and other management KPI's?			
36	Systems	Is the shop able to track all vehicles thru the repair process and accurately provide status updates should a customer call?			
37	Delivery	Does the shop have a delivery bay / area that is well lit and covered?			
38	Repair Plan	Does the shop have a clean well maintained area to perform damage analysis and repair planning?			
39	Insurance	Mandatory Question - Does the shop have a current Garage Keepers Liability insurance with a minimum of \$2M policy limit?			
40	Aluminum	Does the shop have a separate clean room or process to perform aluminum repairs?			
41	Overall	Does the overall facility (building exterior, signage, parking, waiting areas, drive in, body prep, mechanical, paint, detailing, delivery, office, washrooms, lunch rooms, parts ...) does this match the Quality of Toyota, Scion, Lexus vehicles and the brands they represent ?			



Shops must have yes to all mandatory questions and have no more than 5 questions with NO in order to qualify for Certification.

Collision Centre Name _____

Evaluators Name _____

Date _____