



Bodyshop Name	<input type="text"/>			
Dealer Name	<input type="text"/>			
Dealer Code	<input type="text"/>			
Street Address	<input type="text"/>			
City	<input type="text"/>			
Province	<input type="text"/>			
Postal Code	<input type="text"/>			
Audit Date	<input type="text"/>			
Shop Manager	<input type="text"/>			
Managers Phone #	<input type="text"/>			
	<input type="text"/>			
Shop's TCCC Contact	<input type="text"/>			
Contact's Phone #	<input type="text"/>			
Dealerships IT Contact	<input type="text"/>			
IT Contact's Phone #	<input type="text"/>			
Audited by (DPC TSR)	<input type="text"/>			

Toyota / Lexus Certified Collision Centre Profile

Business Type

- Toyota / Lexus Dealer Franchised**
Full Collision Repair Service facility owned & operated as a department
- Toyota / Lexus Dealer owned independent**
The shop is on or offsite relative to the dealership - fully owned or a partnership
The shop is not located in or as a part of a competitive franchise
- Toyota / Lexus Dealer Group Collision Centre**
A group owned facility located at a competitive facility
- Independent Collision Centre**
Fully independent operation

Primary Paint Manufacturer

- | | | |
|----------------------------------|---------------------------------------|---|
| <input type="checkbox"/> DuPont | <input type="checkbox"/> Glasurit | <input type="checkbox"/> PPG |
| <input type="checkbox"/> Nexa | <input type="checkbox"/> R-M | <input type="checkbox"/> Sherwin-Williams |
| <input type="checkbox"/> Sikkens | <input type="checkbox"/> Spies Hecker | |
| <input type="checkbox"/> Standox | <input type="checkbox"/> | |
| (Other) | | |

Estimating System

- | | | |
|--|--|--------------------------|
| <input type="checkbox"/> ADP Shop Link | <input type="checkbox"/> Mitchell Estimate/Ultramate | |
| <input type="checkbox"/> Audatex | <input type="checkbox"/> Manual System | <input type="checkbox"/> |
| (Other) | | |

Management System

- | | | |
|--|------------------------------------|------------------------------|
| <input type="checkbox"/> Autoquote | <input type="checkbox"/> Autoprize | <input type="checkbox"/> ADP |
| <input type="checkbox"/> Reynolds and Reynolds | <input type="checkbox"/> Summit | <input type="checkbox"/> |
| (Other) | | |

Facility Information

Business hours of Operation				Production hours of Operation			
Monday	8:00	to	5:30	8:00	to	5:30	
Tuesday	8:00	to	5:30	8:00	to	5:30	
Wednesday	8:00	to	5:30	8:00	to	5:30	
Thursday	8:00	to	5:30	8:00	to	5:30	
Friday	8:00	to	5:30	8:00	to	4:30	
Saturday	Closed	to		Closed	to		
Sunday	Closed	to		Closed	to		

Toyota / Lexus Certified Collision Centre Profile

Facility and Staffing

Building Size (Square Feet):	<input type="text"/>	Body Repair Techs	<input type="text"/>
Frame Equipment Bays	<input type="text"/>	Painters	<input type="text"/>
Sheet Metal Bays	<input type="text"/>	Prep Techs	<input type="text"/>
Paint Prep Bays	<input type="text"/>	Detail Techs	<input type="text"/>
Mechanical Bays	<input type="text"/>	Other Prod. Staff (ie: share the car jockey)	<input type="text"/>
Spray Booths	<input type="text"/>	Parts Mgr/person	<input type="text"/>
Detail Stalls	<input type="text"/>	Total Production	<input type="text" value="0"/>
Other Stalls	<input type="text"/>	Administration staff	<input type="text"/>
Total Prduction Stalls	<input type="text" value="0"/>	Management staff	<input type="text"/>
		Apprentices	<input type="text"/>

Names of Audit Participants

Shop Manager	<input type="text"/>
Shop Foremand	<input type="text"/>
Bodyman	<input type="text"/>
Detailer	<input type="text"/>
Painter	<input type="text"/>
Prepper	<input type="text"/>
Reception	<input type="text"/>
Parts	<input type="text"/>
Estimator	<input type="text"/>

Section 1 - Housekeeping											
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations			
				Good	OK	Poor					
1	Shop	Does the shop practice 5S (Sweeping, Sifting, Sort, Spic & Span, Sustain)	1. Periodic 5S audit conducted 2. Audit conducted minimum once/month - Verify 3. Results communicated to staff with action plan - Verify 4. Items followed-up - Verify	8	4	0					
2	Body Repair	Are the techs work benches free and clear of clutter.	Work benches should be clear and free of clutter (old parts, clips, boxes, used supplies, extra tools)	8	4	0					
3	Body Prep	Is the Body Prep area free and clear of clutter	Prep area should be clean and free of clutter (old sanding discs, dust, no parts laying around)	8	4	0					
4	Paint Booth	Is the Paint Booth clean and free of dust and debris	Paint booth should be clean (able to see clearly thru the windows, walls and floors clean, lights clean and working, filters changed, hoses in good condition.)	8	4	0					
5	Paint Mixing Room	Is the Paint mixing room clean and orderly	Paint Mixing room should be clean and free of debris (Mixing area / scale to be clean, gun cleaning stations clean & orderly, extra unused paint stored in an organized manner, proper ventilation and proper lighting.)	8	4	0					
6	Assembly	Is the vehicle assembly area / paint refinish area clean and orderly	The "After Paint / Final assembly" area should be clean and orderly. (paint refinish area clean, well organized, equipment in good condition, if carts are used these should be well organized, clean and only what is needed on them)	8	4	0					
7	Parts	Is the parts storage, receiving area clean and well organized.	The parts storage, inventory, shop supplies, (Liquid, Abrasives ... other) area's should be clean, organized, parts stored vertically, bumper covers in car position) parts storage should have shelving with ergonomics in mind.	6	3	0					
8	First Aid	Are the First Aid Kits, Eye Wash Stations and other Safety products Clean, Well Stocked and Inspected Monthly.	First Aid Kits, Eye wash stations and other safety items must be clean, clearly marked, inspected monthly, well stocked. Shop should also have at least 1 person trained in First Aid.	8	4	0					
9	Office	The office / reception area should be clean and well organized.	The office / reception area should be clean and well organized, the waiting area should have, refreshments, reading material, TV, seating area, washrooms, and signage that is clear in its purpose and relevant (DRP info, Shop policy, Payment info ...)	8	4	0					
10	Detail Area	Is the detail area clean, organized	The detailing area should be clean and well organized, cleaning equipment should be in good working condition with proper water drainage.	6	3	0					
11	Lunch Room	Techs lunch Room / Change Room clean and organized	The Techs lunch room and change room should be clean and organized, (shop supplies, tools, parts, should not be in these locations)	6	3	0					
12	Message Boards	Message & H&S boards current and central location	Message and H&S boards should be current with relevant information. H&S boards should have, -Occupational Health and Safety Act, (Green Book) Health and Safety Policy, Workplace Violence Policy, Workplace Harassment Policy, Names and work locations of joint health and safety committee members (for workplaces requiring a JHSC), -WSIB poster, "In Case of Injury-1234" ,Ministry of Labor's poster, "What You Should Know"	8	4	0					
				90		Score	0				
						%	0.0%				

Section 2 - Body Repair								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Cleaning	Mandatory Requirement Are vehicles cleaned with soap, water and degreaser before work begins in the body repair area?	Observe vehicles as they enter the shop: 1. All vehicles cleaned before works begins in body repair area 2. Vehicles are cleaned with soap and water 3. Degreaser is used 4. Vehicle is cleaned and dried well	8	4	0		
2	Repair Planning	Do the estimators / techs reference TIS (Manuals) to help with the repair planning / estimates.	On major repairs, Collision Repair Manuals should be reviewed to help in the repair planning / estimates (this should help reduce supplements or not detected items)	6	3	0		
3	Disassembly	Are trays/clear plastic bags used to store removed clips, fasteners, bulbs and other consumables?	Observe	6	3	0		
4	Disassembly	Mandatory Requirement Is there a process to ensure disassembled parts and components are identified and stored together? Not in Customers car	Ask staff and observe: 1. Using parts carts or appropriate shelving to store disassembled parts 2. Parts on carts or shelving identified with RO 3. Bins and bags used for small components	10	5	0		
5	Panel Repair	Is damage to the rocker panel flanges as a result of the mounting the vehicle on the frame machine repaired and refinished? (CRIB 2027)	Ask staff and observe: 1. Rocker panel flange straightened and repaired 2. Rocker panel refinished with primer and paint 3. Chip resistant coating reapplied using model-specific collision repair manual as reference	6	3	0		
6	Panel Repair	Are aluminum alloy panels repaired using Toyota recommendations using a separate tools and equipment for aluminum alloy to avoid contamination?	MANDATORY QUESTION: Ask staff and observe: 1. Model-specific collision repair manuals used as reference 2. Separate tools & equipment are used for aluminum alloy panels	8	4	0		
7	Parts Ordering	Are damaged components, or components that cannot be removed, ordered immediately?	Ask staff and observe: 1. Parts are ordered within 4 hours of determining need 2. Parts are ordered within the same day of determining need	6	3	0		
8	Protective Coatings	Mandatory Requirement Are all body seams and hems joints sealed with urethane sealer as per Toyota standards as noted in the collision repair manual? (not silicon-based sealants or synthetic rubber-based sealants) CRIB 2015 2020 2021 2025 2032	Ask staff an observe: 1. Model-specific collision repair manual used as reference 2. Only urethane sealer used 3. Factory appearance of seams & hem joints duplicated	8	4	0		
9	Protective Coatings	Mandatory Requirement Are all corrosion protection items (sealer, wax) reapplied during the repair according Toyota standards noted in the collision repair manual?	Ask staff an observe: 1. Model-specific collision repair manuals used as reference 2. Proper sealer and wax used 3. Factory appearance duplicated	8	4	0		
10	Protective Coatings	Are new replacement body panels primed before any refinishing?	Ask staff and observe: 1. All new replacement panels are primed prior to any refinishing	6	3	0		
11	Protective Coatings	Is sound insulation reapplied as per Toyota standards as noted in the collision repair manual? CRIB 2020 2024	Ask staff an observe: 1. Model-specific collision repair manuals used as reference 2. Proper sound insulation used 3. Factory appearance duplicated	6	3	0		
12	Protective Coatings	Is the chip resistant coating reapplied as per Toyota standards as noted in the collision repair manual?	Ask staff an observe: 1. Model-specific collision repair manuals used as reference 2. Proper chip resistant coating applied 3. Factory appearance duplicated	6	3	0		
13	Protective Coatings	Is undercoating reapplied as per Toyota standards as noted in the collision repair manual? (CRIB 2026)	Ask staff an observe: 1. Model-specific collision repair manual used as reference 2. Proper undercoating used 3. Factory appearance duplicated	6	3	0		
14	Other	Are all initialization procedures conducted prior to returning the vehicle to the customer (i.e.: navigation, clock, compass, windows, radio, telephone, rear power hatch, etc.)	Ask staff and observe: 1. Model-specific repair manual used to properly initialize all vehicle settings 2. Customer preferences noted/stored prior to repair and reloaded after repair	6	3	0		
15	Body Repair	Are SRS components replaced as per Toyota recommendations after a collision where SRS components have deployed?	Ask staff and observe: 1. Supplemental Restraint System (SRS) components replaced as per Toyota recommendations specified in model-specific collision repair information bulletin	6	3	0		
16	Body Repair	Mandatory Requirement Is body filler no thicker than 3 mm (1/8") during body repairs as per Toyota recommendations?	Ask staff and observe: 1. Filler is applied no more than 3 mm (1/8") at a time to lessen heat reaction that could lead to crystallization of the resin, resulting in cracking 2. Final thickness of body filler is kept to a maximum of 3 mm (1/8")	8	4	0		
17	Body Repair	Are damaged bumper impact energy absorbers and reinforcements replaced with genuine new original equipment replacement parts only?	1. All damaged bumper impact energy absorbers and reinforcements are replaced 2. OEM parts used unless specified by insurance company 3. Some damaged bumper impact energy absorbers & reinforcements repaired/reused	6	3	0		
18	Body Repair	Mandatory Requirement Are body panels sectioned and welded as per Toyota recommendations specified in the Toyota Collision Repair Manual? (CRIB 2033 2034)	Ask staff and observe: 1. Technician are using model-specific collision repair manual as reference 2. Body panels are sectioned only as specified by Toyota	10	5	0		
19	Body Repair	Are glass, trim and the interior masked prior to welding?	Ask staff, observe and confirm items used: 1. Glass, trim and interior is masked prior to welding 2. Proper masking and fiberglass or leather welding blankets used to prevent weld spatter and sparks damage	6	3	0		
20	Body Repair	Mandatory Requirement Are High-Strength-Steel (HSS), Ultra-High-Strength-Steel (UHSS) and frames components welded using ER70S-3 MIG wire as per Toyota standards?	Confirm actual welding wire used: 1. Model-specific collision repair manuals used as reference 2. Welding wire ER70S-3 used for HSS and UHSS	8	4	0		
21	Body Repair	Mandatory Requirement Are unibody and non-structural panels welded using ER70S-6 MIG wire as per Toyota standards?	Confirm actual welding wire used: 1. Welding wire ER70S-6 used for non-structural panels	8	4	0		
22	Body Repair	Mandatory Requirement Do body repair technicians use weld-through primer on welded-on parts prior to welding?	Ask staff and observe: 1. Weld-through primer applied prior to welding 2. Appropriate weld-through primer used	8	4	0		
23	Body Repair	Mandatory Requirement When welding panels, do the welds match the recommended number and locations as per Toyota standards as noted in the collision repair manual?	Ask staff and observe: 1. Model-specific collision repair manuals used as reference 2. Squeeze Type Resistance Spot Welding (STRSW) or MIG plug welds used 3. Bonding adhesive not used in place of welding (other than where recommended by Toyota as noted in the model-specific collision repair manual)	10	5	0		
24	Body Repair	Mandatory Requirement Are technicians educated to NOT apply open flame heating to repair perimeter frames, High-Strength-Steel (HSS) and Ultra-High-Strength-Steel (UHSS) components? CRIB 2019 2034	Ask staff and observe: 1. No heat must be applied to any perimeter frames, High-Strength-Steel (HSS) and Ultra-High-Strength-Steel (UHSS) components	8	4	0		
				174	Score	0		
					%	0.00%		

Customer Service											
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations			
				Good	OK	Poor					
1	CSI	Is the vehicle inspected for non-related damage prior to the body repair technician starting the job?	1. Inspection completed on proper form / customer present 2. Inspection completed but no formal form used 3. Photos taken of all damage	6	3	0					
2	CSI	Are CSI quality scores results tracked?	1. CSI quality scores tracked / reviewed by management 2. CSI quality scores posted for all staff to review	4	2	0					
3	CSI	Mandatory Requirement Are removed parts placed on shelving or parts carts?	1. Parts stored on parts carts or shelving (Not in Customers Vehicle)	8	4	0					
4	CSI	Are seat covers and floor mats installed at the arrival and used throughout the repair?	1. Installed during reception process 2. Used throughout the repair process	6	3	0					
5	CSI	In order to prevent customer complaints, is the customer advised that fresh new paint on repaired panels will be shiny compared to untouched panels and that polishing of those panels can be completed for an extra charge?	1. Estimators inform customers during estimation process	4	2	0					
6	CSI	Is a customer satisfaction survey conducted?	1. Is CSI tracked by the Collision Centre ? (yes or no)	6	3	0					
7	CSI	Is a replacement crash parts disclosure and authorization form used?	1. Authorization form is used 2. Form provided to all customers during approval process	6	3	0					
8	CSI	Is a vehicle Check-In form used for unrelated issues such as warning lights, tire wear, bulbs out, fluid leaks? (Hook up TDT to check for codes)	1. Interior inspection is conducted 2. Exterior inspection is conducted 3. All vehicles are inspected	6	3	0					
9	CSI	Is a vehicle Check-In form used to identify unrelated body/paint damage not part of the work being preformed?	1. Inspection conducted with customer 2. Inspection completed using a formal form 3. Inspection completed but no formal form used	6	3	0					
10	Delivery	Are all charges on the final RO explained to the customer?	1. All charges on the final RO are explained to the customer 2. All necessary documents available during the explanation 3. All documents contained in an RO jacket	6	3	0					
11	Follow-Up	Are "Thank you" letters sent as a follow-up for all closed RO's?	1. 100 % of customers receive a "Thank you" letter 2. 75%+ of customer receive a "Thank you" letter	4	2	0					
12	Invoicing	Does the customer sign a detailed invoice prior to taking delivery?	Obtain 20 sample invoices to confirm (17-20 Full) (10-16 Half)	6	3	0					
13	Quality Control	Are all quality control inspections passed before vehicle delivery?	1. Quality control inspection form utilized 2. All items have passed inspection prior to delivery 3. Authorized person reviews form and confirms quality	6	3	0					
14	Follow-Up	Are customer complaints identified during the follow-up addressed quickly?	1. Manager is informed immediately 2. Issues communicated directly to staff and/or in meeting 3. Countermeasures shared with staff 4. Customer called by manager to confirm satisfaction	6	3	0					
15	Follow-Up	Is the person in charge of follow-up with customers adequately prepared when contacting them?	1. Have clear understanding of what authority they have 2. Have authority to address minor issues immediately 3. Have access to customer file and ready to answer questions 4. Major complaint issues are referred to manager immediately	6	3	0					
16	Follow-Up	Is there a follow-up system in place?	1. Manual paper system or electronic follow-up system in place 2. All customers are followed up within 3 days 3. All customers are followed up within 5 days	6	3	0					
				92	Score		0				
					%		0.0%				

Detailing								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Process	Are floor mats and ashtrays emptied and cleaned?	1. Floor mats on all vehicles are washed 2. Ashtrays on all vehicles are cleaned out 3. Cleaning of floor mats and ashtrays is part of the detailing SOP	6	3	0		
2	Process	Are separate wash and rinse buckets used?	1. Separate wash and rinse buckets are used in detailing area when washing cars	6	3	0		
3	Process	Are the engine compartment and tires washed as part of the process?	1. Engine compartment is washed on all vehicles 2. Tires are washed on all vehicles 3. Detailing SOP includes washing of engine and tires	6	3	0		
4	Process	Are windows cleaned inside and out?	1. All windows are cleaned on the outside on all vehicles 2. All windows are cleaned on the inside on all vehicles 3. Detailing SOP includes cleaning windows inside and outside	6	3	0		
5	Process	Do detailers perform paint defect removal (dust nibs, runs, overspray, etc)?	1. Detailers thoroughly inspect vehicle for paint defects 2. Dust, nibs, runs and overspray are removed 3. Detailers have appropriate products and equipment 4. Detailing SOP includes paint defect removal and repair	6	3	0		
6	Process	Is a polisher used after compounding and is glaze used after polishing?	1. Proper glaze used after polishing 2. Proper tools and equipment used for polishing 3. Use of glaze after polishing is part of the detailing SOP	6	3	0		
7	Process	Is paint defect removal done prior to vehicle wash?	1. Detailer thoroughly inspects vehicle prior to washing the vehicle 2. Paint defects are removed with appropriate methods 3. Paint defect removal prior to vehicle is part of detailing SOP	6	3	0		
8	Process	Is the HVAC system turned on and are the vents cleaned as part of the detailing process?	1. HVAC system operated prior to cleaning interior 2. Dust and dirt are cleaned up 3. Vents are cleaned thoroughly 4. HVAC operation and vent cleaning part of detailing SOP	6	3	0		
9	Process	Is the interior free of loose objects and debris prior to cleaning?	1. Detailers remove objects and place in appropriate spot 2. All debris is removed from interior prior to cleaning 3. Removal of objects and debris is part of detailing SOP	6	3	0		
10	Process	Is the trunk cleaned?	1. Objects removed from trunk and appropriate container used 2. Trunk is vacuumed and panels are cleaned 3. All objects previously removed are placed back into trunk 4. Cleaning of trunk is part of the detailing SOP	6	3	0		
11	Tools/Chemicals	Are all products used in the detailing process (including tire dressing) silicone free?	1. Toyota Touch or Toyota Partnership Program for products. 2. Silicone Free Look in detail bay / storage area	6	3	0		
12	Tools/Chemicals	Are appropriate dual-action polishing machines available that have appropriate speed ranges?	1. Detailers using dual-action polishers 2. Polisher has a variable speed between 2500-6500 RPM 3. Appropriate polishing pads being used	6	3	0		
13	Tools/Chemicals	Are clean up bays equipped with proper floor drainage, hot/cold water & storage for supplies/chemicals?	1. Proper floor drainage evident 2. Equipped with hot and cold running water 3. Equipped with proper storage are for supplies & chemicals	6	3	0		
			full marks	78		Score	0	
						%	0.0%	

Environment								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Facility	Is there a proper and professional container for cardboard?	1. Container is appropriate for cardboard 2. Clean appearance and without overflowing 3. Container is not easily visible to customers 4. Cardboard recycled by local waste management contractor	6	3	0		
2	Facility	Is there a proper and professional container for scrap metal?	1. Container is appropriate for metal 2. Clean appearance and without overflowing 3. Container is not easily visible to customers 4. Metal recycled by local waste management contractor	6	3	0		
3	Facility	Is there dedicated storage area and appropriate structure for old and damaged batteries?	1. There is a designated area 2. Batteries are neatly stored on a non-metallic surface or rack 3. Batteries are at a height between knees and waist 4. Batteries recycled by local waste management contractor	6	3	0		
4	Facility	Is there proper storage for fluid containers (oil, ATF, coolant etc) and are they recycled properly?	1. Container is approved for the material 2. Clean appearance and without overflowing 3. Container is not easily visible to customers 4. Licensed hazardous material contractor used	6	3	0		
5	Facility	Is there proper storage for waste paint, solvent, empty paint cans etc.?	1. Container is approved for the material 2. Clean appearance and without spillage 3. Licensed hazardous material contractor used	6	3	0		
6	Regulatory	Are hazardous materials such as coolant, batteries, oil, solvents, paint disposed using a licensed hazardous materials contractor?	1. Hazardous materials disposed of by local licensed contractor 2. Contact information for contractors readily accessible to all staff 3. Records of removal documented are filed for easy access	6	3	0		
				36		Score	0	
						%	0.0%	

Office								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Control Boards	Is there a system to track the vehicle through the repair process?	1. Use of control boards to track vehicle process 2. Computerized system provides current vehicle repair status	6	3	0		
2	Delivery	Is a promised delivery date provided to the customer?	1. Provided at time of estimate 2. Provided once painting has started 3. Provided once vehicle is being detailed or later	6	3	0		
3	Efficiency	Is a customer file created for each estimate?	1. Created during estimation process 2. Information updated in operation system including telephone and email 3. Preferred contact method confirmed	6	3	0		
4	Follow-Up	Is a follow-up call made to the customer to try and close the sale if the job was not given to the collision centre?	1. Customers contacted within 3 business days of estimate 2. Customers contacted within 5 business days of estimate	6	3	0		
5	Guarantee	Does the estimator explain all warranty information?	1. Warranty either verbally or in writing	8	4	0		
6	Invoicing	Are RO folders updated immediately as new information and documents received?	1. New information added to RO folder immediately as received	6	3	0		
				38		Score	0	
						%	0.0%	

Parts											
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations			
				Good	OK	Poor					
1	Back Orders	Are B/O's noted and updated on RO's and are arrival times indicated?	1. Repair orders contain update notes about B/O's and parts arrival times (Yes or No)	6	3	0					
2	Back Orders	Is there a procedure established for back orders from suppliers and is it fully followed-up?	1. Procedures established and documented 2. Back orders followed up every day with suppliers 3. Estimators/technicians updated on back orders 4. Repair order has documentation on back orders	4	2	0					
3	Dispatch	Are parts assigned to a corresponding RO upon receipt?	1. Parts booked out to corresponding RO within 1 hr. 2. Parts are delivered to technician or parts cart	4	2	0					
4	Dispatch	Does the parts department advise the collision centre staff when parts are placed on back order?	1. Parts dept advises estimator/technician of back orders 2. Repair order has documentation on back orders	4	2	0					
5	Dispatch	Does the parts department maintain a log and follow-up system for customer special ordered parts?	1. Customer is notified of parts arrival 2. Appointment is booked 3. Parts returned by pre-determined date if no show	4	2	0					
6	Facility	Are parts stored properly - Parts with directional arrows "up", Bumper covers in car position	Parts need to be stored that they do not become damaged in storage or handling.	6	3	0					
7	Facility	Are no parts stored in the aisle, on the floor or protruding from the shelves in the parts area?	1. No items on floor or protruding 2. 1 to 2 items out of place	6	3	0					
8	Facility	Is the parts area routinely secured?	1. Parts area secured and not accessible to shop staff 2. Parts area is not secured but limited to certain staff	6	3	0					
9	Facility	Is there a designated space to store parts for vehicles in process of repair?	1. Specific area designated for storage of related parts 2. Area large enough and not overly stocked 3. Area organized, clean, safe (no trip hazards / protruding)	8	4	0					
10	Invoicing	Are all deficiencies or damages to parts noted on the invoice upon delivery?	1. Deficiencies / damages noted on invoice with details 2. Deficiencies reported to supplier within 2 hours of delivery 3. Formal paperwork or process used	6	3	0					
11	Ordering	Do parts staff have access to the Parts, Service and Collision Repair Bulletins	1. Have access to all bulletins through Infostream 2. Familiar with Infostream and where bulletins located 3. Infostream accessed least weekly for new bulletins	6	3	0					
12	Receiving	Are parts received in a dedicated area of the collision centre?	1. Parts are delivered directly into parts storage area 2. Parts are delivered through shop or other area 3. Parts are moved through customer area	6	3	0					
13	Receiving	Are parts thoroughly inspected before being accepted (is a mirror check done)?	1. Parts inspected upon delivery and before accepting 2. Inspection completed within 1 hour of delivery	6	3	0					
14	Receiving	Is the designated parts area adequate and well arranged for efficiency and safety?	1. Ample space for incoming parts without blocking aisles 2. Equipped with sorting/writing table or desk	6	3	0					
15	Receiving	Is the designated parts area easily accessed by technicians?	1. Parts area equipped with technician counter 2. Parts area is blocked off to technicians 3. Parts centrally located for technician efficiency	6	3	0					
16	Returns	Are parts for return stored in a designated area and identified by supplier?	1. Area is large enough for returns 2. Parts are separated by vendor/supplier 3. Racking has signs for "Returns" and by each vendor	6	3	0					
17	Other	Mandatory Requirement Does Collision Center participate in Toyota Smart Parts Program	The Shop sends estimates to Toyota Parts for Review.	10	0	0					
18	Dispatch	Accurate & effective process to control / distribute chemicals, lubricants and other supplies?	1. No excessive quantities of supplies in shop 2. Consistent for receiving product 3. Billing system to technician and/or RO	4	2	0					
19	Ordering	Does the parts manager fax or email orders to vendors to ensure everything is documented?	Yes (Fax or E-mail) or No	6	3	0					
20	Policy	Are part order cut-off times posted for office staff, estimators, technicians etc.?	Yes or No	8	4	0					
21	Policy	Is there posted information on how to order parts / supplies from all major suppliers	Posted info in the parts area with phone numbers, cut off times and any special instructions.	8	4	0					
				126		Score	0				
						%	0.0%				

Lighting										
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations		
				Good	OK	Poor				
1	Detailing	Do detail bays have adequate lighting? (min 500 lux)	1. 500 lux or greater 2. 350 - 499 lux 3. Less than 350 lux	6	3	0				
2	Paint	Does the paint booth have adequate lighting? (min 1500 lux)	1. 1500 lux or greater 2. 1100 - 1499 lux 3. Less than 1100 lux	6	3	0				
3	Paint	Does the paint mixing room have adequate lighting? (min 500 lux)	1. 500 lux or greater 2. 350 - 499 lux 3. Less than 350 lux	6	3	0				
4	Paint	Does the parts storage and receiving area have adequate lighting? (min 350 lux)	1. 350 lux or greater 2. 300 - 399 lux 3. Less than 300 lux	6	3	0				
5	Prep	Do prep bays have adequate lighting? (min 700 lux)	1. 700 lux or greater 2. 600 - 699 lux 3. Less than 600 lux	6	3	0				
6	Quality Control	Does the final inspection/quality control area have adequate lighting? (min 1500 lux)	1. 1500 lux or greater 2. 1100 - 1499 lux 3. Less than 1100 lux	6	3	0				
7	Reception	Does the customer reception / waiting area have adequate lighting? (min 350 lux)	1. 350 lux or greater 2. 300 - 399 lux 3. Less than 300 lux	6	3	0				
8	Reception	Does the estimating area / drive-thru have adequate lighting? (min 350 lux)	1. 350 lux or greater 2. 300 - 399 lux 3. Less than 300 lux	6	3	0				
9	Shop	Do technician work bench's have adequate lighting? (min 350 lux)	1. 350 lux or greater 2. 300 - 399 lux 3. Less than 300 lux	6	3	0				
10	Shop	Does the frame bay have adequate lighting? (min 350 lux)	1. 350 lux or greater 2. 300 - 399 lux 3. Less than 300 lux	6	3	0				
				60		Score	0			
						%	0.0%			

HR & Training								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Human Resources	Are there job descriptions provided for all staff?	1. Job descriptions created 2. Job descriptions maintained and up to date	6	3	0		
2	Image	Is there a uniform or dress code for shop staff?	Office Staff, Shop Workers, name tags on uniforms, clean, professional, all staff.	6	3	0		
3	Training	Mandatory Requirement Do staff have required access and knowledge to use Infostream, ETAS and TIS	1. Collision Repair Information Bulletins (CRIB) 2. Collision Repair Manuals 3. Service Bulletins 4. Repair Manuals	8	4	0		
4	Training	Mandatory Requirement Are technicians encouraged / enrolled in TEAM or TMS training program?	Includes both classroom (USA) and on-line courses	6	3	0		
5	Training	Is there a formalized or on-the-job training program utilized for new technicians?	Yes / No - ask about details / how is it tracked	4	2	0		
6	Training	Is there a motivation or incentive program to assist technicians in upgrading their skills?	Yes / No - ask about details / how is it tracked	4	2	0		
7	Training	Mandatory Requirement. Does the Shop Have Licensed Technicians	Yes or No (ask to see some examples)	10	5	0		
8	Training	Do all staff have access to Computers to access Infosteam / ETAS / Toyota Collision Bulletins and Manuals, On-Line Training	Computer in shop for Techs (1 Computer for 4 techs)	6	3	0		
9	Training	Mandatory Requirement. Does the Collision Centre participate in ICAR training	Check to see training records	6	3	0		
10	Training	Does the Collision Centre participate in other training provided by suppliers / vendors	Check to see training records	6	3	0		
11	Training	Is the Shop ICAR Gold Certified	Check to see training records	10	5	0		
				72		Score	0	
						%	0.0%	

Production												
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations				
				Good	OK	Poor						
1	Control Boards	Are jobs assigned to technicians by filing in a control board for easy visibility to all staff?	Verify how Jobs are assigned (boards full) no boards (half marks)	6	3	0						
2	Control Boards	Are RO folders being integrated in to the control boards?	Yes or No	6	3	0						
3	Control Boards	Can staff easily determine status/ completion day for each vehicle in centre?	Observe - Ask how (Yes or No)	8	4	0						
4	Control Boards	Is parts visual control board used to track delivery dates, priorities, status, & work in process?	Observe - Ask how (Yes or No)	6	3	0						
5	Control Boards	Is the appointment schedule in a designated and easily accessible location?	Observe - Ask how (Yes or No)	6	3	0						
8	Dispatch	Is there a system for dispatching, controlling, monitoring the flow/ distribution of RO's through shop?	Observe - Ask how (Yes or No)	6	3	0						
9	Efficiency	Are all technicians using tool and supply carts for improved efficiency?	1. All technicians using carts 2. Only some use carts & others arrange tools on bench/box	6	3	0						
10	Efficiency	Does the shop use driver's door glass notes to identify important information such as RO, dates, technicians, etc.?	Observe -writing on windows is ok best solution is to use paper stickers with all the required info, paint pens can leave marks / stains on glass.	8	4	0						
11	Efficiency	Does the shop use on-vehicle notes to identify required repairs and non-related damage?	Observe -writing on windows is ok best solution is to use paper stickers with all the required info, paint pens can leave marks / stains on glass.	8	4	0						
12	Efficiency	Is there a system for technicians to communicate with the Mgr. without leaving collision centre floor?	Observe - ask how (Yes or No)	6	3	0						
13	Efficiency	Can technicians avoid coming into the office or handling paperwork?	Observe	6	3	0						
14	Facility	Are keys tagged with vehicle information and RO and located in secure location?	1. Keys are tagged with vehicle information and RO 2. Keys are stored in a secure location	6	3	0						
15	Production Meetings	Does the shop have daily production meetings with all staff (held in the morning?)	To review days work, due vehicles, parts update, H&S ...	8	4	0						
16	Scheduling	Is a daily release meeting held and a list of vehicles that must go today posted for all staff to see?	Ask how , observe	6	3	0						
17	Scheduling	Is one person assigned to dispatching / monitoring the progress of work in the shop?	Ask how , observe	6	3	0						
18	Scheduling	Once the vehicle is scheduled, is the customer contacted and provided a promised date?	Ask how , observe	6	3	0						
19	Supplements	Does the estimator communicate supplement requirements with the parts manager?	Ask how , observe	6	3	0						
20	Supplements	Does the estimator confirm payment of supplements?	Ask how , observe	6	3	0						
21	Supplements	Is the estimate updated with supplement information?	Ask how , observe	6	3	0						
22	Supplements	Is there a process in place for technicians to communicate supplements to the estimator?	Ask how , observe	6	3	0						
23	Tracking	Are costs allocated properly for parts, labor, materials, paint and sublet?	Ask how , observe	6	3	0						
24	Tracking	Are dollar sales and profit by insurance company tracked?	Ask how , observe	4	2	0						
25	Tracking	Are labor sales tracked?	Ask how , observe	4	2	0						
26	Tracking	Are material costs as a percent of total sales tracked?	Ask how , observe	4	2	0						
27	Tracking	Are materials sales tracked?	Ask how , observe	4	2	0						
28	Tracking	Are total sales tracked?	Ask how , observe	4	2	0						
29	Tracking	Is a "Work in Progress" review conducted to keep on top of open work orders?	Ask how , observe	6	3	0						
30	Tracking	Is employee efficiency tracked?	Calculation: Shop employee efficiency = Charged out time / Clocked time = X 100	4	2	0						
31	Tracking	Is labor gross profit tracked?	Calculation: Labor Gross Profit \$ / Total Labor Sales	4	2	0						
32	Tracking	Is materials gross profit tracked?	Material Gross Profit %= Material Gross Profit \$ /Total Material Sales	4	2	0						
33	Tracking	Is parts gross profit tracked?	Calculation: Parts Gross Profit \$ / Total Parts Sales	4	2	0						
34	Tracking	Is production efficiency tracked?	Calculation: Shop production efficiency = Charged out time / Available time = X 100	4	2	0						
35	Tracking	Is sublet gross profit tracked?	Target 15% Calculation: Sublet Gross Profit % = Sublet Gross Profit \$ Total Sublet Sales	4	2	0						
36	Tracking	Is the average dollars/RO tracked?	Average RO benchmark used to size the type of work performed by (i.e. collision repair, restoration, fleet, warranty, Internal), estimating practices, estimator technical skills	4	2	0						
37	Tracking	Is the close ratio on job tracked?	Ask how , observe	4	2	0						
38	Tracking	Is the cycle time tracked?	Ask how , observe	4	2	0						
39	Tracking	Is the number of RO's tracked?	Ask how , observe	4	2	0						
40	Tracking	Is the parts to labor ratio tracked?	Ask how - observe (Target: 1 to 1)	4	2	0						
				204		Score	0					
						%	0.0%					

QC								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Policy	Mandatory Requirement Does the shop have a documented quality control process?	Ask staff what is it, any SOP's ?	8	4	0		
2	Body Repair	Is there a quality control checklist after body repairs are complete?	Ask to see checklist	6	3	0		
3	QC	Does the customer ever see the quality control checklist?	Yes / No	6	3	0		
4	Detailing	Is a detailing quality control inspection done?	Yes / No	6	3	0		
5	Detailing	Is there a quality control checklist after detailing and before delivery?	Yes / No	6	3	0		
6	Detailing	Is there a quality control checklist after paint prep is complete?	Yes / No	6	3	0		
7	Efficiency	Does a quality control check-sheet accompany vehicle throughout the repair process?	Yes / No	6	3	0		
8	Guarantee	Is there a guarantee on all material, workmanship and paint finish?	Yes / No	6	3	0		
9	Parts	Are Genuine Toyota Parts used unless otherwise specified by insurance company or customer?	Yes / No	6	3	0		
10	Parts	Is the use of NON-Genuine Toyota Parts noted on the RO and is the customer advised?	Yes or No	6	3	0		
11	Policy	Is a suitably qualified person assigned responsibility for job quality control in the shop?	Yes or No	6	3	0		
12	Prep	Is there a quality control checklist after re-assembly?	Yes / No	6	3	0		
13	Reassembly	Is there a quality control checklist after the vehicle comes out of the spray booth?	Yes / No	6	3	0		
14	Scheduling	Can shop handle quality control issues with minimum impact on repair schedule & customer?	Ask how	6	3	0		
15	Sublet	Is sublet work quality controlled before the vehicle is accepted?	Ask how	6	3	0		
16	Tracking	Are quality control issues summarized and analyzed to develop countermeasures?	Discussed in meetings or individually with appropriate technician, ask how	6	3	0		
17	Training	Are quality expectations communicated in writing and discussed with all new employees?	Ask to see	6	3	0		
				104	Score	0		
					%	0.0%		

Refinish								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Prep	Are vehicles solvent washed in the prep area before sanding?	Observe	6	3	0		
2	Prep	Is final wash and tack done inside paint booth using recommended surface cleaner?	Observe	6	3	0		
3	Process	Mandatory Requirement Are mouldings, trim, handles etc removed prior to painting?	1. All mouldings, trim, door handles and other components removed prior to painting 2. Final refinish coat under components	6	3	0		
4	Process	Are new bumpers properly prepped as per Toyota recommendations	Washed, rinsed, dried, scuffed, degreased, applied with anti-static agent, sprayed with adhesion promoter and flex agent added to paint when painting	6	3	0		
5	Process	Mandatory Requirement Are color matching spray cards done prior to vehicle painting to assess colour ?	1. Sprayout cards done prior to vehicle being ready for paint	8	4	0		
6	Process	Are tape edges avoided when masking?	Observe	6	3	0		
7	Process	Does the refinish technician maintain a spray-out card database?	Ask to see how	6	3	0		
8	Process	Is a final blow down of vehicle done outside the paint booth?	Observe	6	3	0		
9	Process	Is the appropriate amount of paint material mixed for the repair?	Observe (Look for extra remaining in paint room)	6	3	0		
10	Process	Mandatory Requirement Is final refinish coat taken to the edge of the panel (see CRIB 2031 & 2032)	1. Final refinish coat taken to edge of panel 2. No expose edges left 3. Following Toyota blending rules	8	4	0		
11	Tracking	Is wasted paint material tracked?	Observe - ask to see	6	3	0		
12	Process	Is there a method to prevent overspray of paint and/or primer on the vehicle exterior?	1. Use of masking liquid 2. Use of drop sheet	6	3	0		
				76		Score	0	
						%	0	

Safety								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Doors	Are emergency exit doors unobstructed and have overhead signs?	1. Unobstructed 2. Overhead Signs	6	3	0		
2	Doors	Are exit doors unlocked during hours of operation?	Check / Observe	6	3	0		
3	Doors	Do interior doors in high traffic areas have windows to prevent customers / staff injury?	1. Windows in all appropriate doors 2. Mechanism in place to slow the opening of the door	6	3	0		
4	Doors	Do all exit doors open in the direction of travel?	Check / Observe	6	3	0		
5	Equipment	Are electrical items in shop in good condition? (frayed cords, broken outlets, overloaded)	1. No infractions 2. One or more infractions	6	3	0		
6	Equipment	Are explosion proof trouble lights used? Are trouble lights cordless or used with retracting cords?	1. Explosion proof lights used 2. Cordless or retracting cords	6	3	0		
7	Equipment	Are sharp metal objects and low overhangs signed and padded?	Observe	6	3	0		
8	Equipment	Does each work bay have its own hose reel and light reel?	Air lines and lights mounted on reel. 1. Mounted overhead 2. Mounted on bench or wall	6	3	0		
9	Equipment	Is there documented maintenance program / log book for fixed shop equipment ?	Yes or No	6	3	0		
10	Equipment	Is there a properly vented paint mixing room that is clean and well organized with proper storage for paint, solvents etc.?	Yes or No	6	3	0		
11	Fire Evacuation	Are fire and emergency evacuation instructions / diagrams posted throughout the facility?	Observe	6	3	0		
12	Fire Extinguisher	Are fire extinguisher locations clear of clutter, equipment and easily accessible?	Observe	6	3	0		
13	Fire Extinguisher	Are fire extinguishers marked by overhead signage to be seen over the vehicles / equipment?	Observe	6	3	0		
14	Fire Extinguisher	Are fire extinguishers properly inspected and tagged?	Observe	6	3	0		
15	Fire Extinguisher	Is the fire alarm tested annually and tests documented?	Ask when - check for documents	6	3	0		
16	Fire Extinguisher	Is the fire and emergency procedures training for employees documented?	Ask to see	6	3	0		
17	First Aid	Are eye wash stations properly located, spotted, unobstructed, clean, filled? Must not be expired	1. Meets Provincial Health and Safety standards 2. Spotted 3. Unobstructed by equipment or other items 4. Clean and well maintained	6	3	0		
18	First Aid	Are first aid stations accessible, clean, properly stocked? Is there trained First Aid Staff ?	1. Meets Provincial Health and Safety standards 2. Spotted 3. Unobstructed by equipment or other items 4. Clean and well maintained	6	3	0		
19	Floor	Are all shop floor seams and grates level to prevent tripping hazard and injury?	Observe	6	3	0		
20	Floor		1. Floors and walkways painted or taped to identify walkways,	6	3	0		
21	Policy	Are "NO SMOKING" sign posted in	Yes or No	6	3	0		
22	PPE	Mandatory Requirement Do the staff use the appropriate PPE for the work performed (Paint hood with air supply, Welding Shield, gloves, face shield, safety glasses, hearing protection, ...)	1. Eye protection/gloves at equipment or each staff assigned 2. Staff wearing equipment as needed for work performed 3. Original safety guards and shields in place on equipment	10	5	0		
23	PPE	Is appropriate foot protection required in work areas and compliance monitored?	Observe	6	3	0		
24	PPE	Is mechanical ventilation provided when spraying within an enclosed environment?	Observe	6	3	0		
25	Regulatory	Are hazardous containers labelled properly according to WHMIS regulations?	Observe - Look at Non Toyota or Popular Brand Products.	6	3	0		
26	Regulatory	Mandatory Requirement Are MSDS available for all hazardous materials in shop, current? (Check none Toyota Products)	Locate and look through MSDS binder. 1. Binder readily accessible to all staff 2. All documents current	6	3	0		
27	Regulatory	Is an accident log maintained? (This is compulsory in many Provinces)	Yes or No	6	3	0		
28	Regulatory	Is an inventory of hazardous materials maintained?	Yes or No	6	3	0		
29	Regulatory	Is there a designated person responsible for the safety program?	Yes or No	6	3	0		
30	Regulatory	Is a health and safety program in place with appropriate inspections and meetings?	Health and Safety team, Facility inspections, Follows provincially set guidelines	6	3	0		
31	Regulatory	Is there a process for handling and documenting employee safety complaints?	Ask to see	6	3	0		
32	Regulatory	Is there a written hazardous communication program and is it readily available?	Ask to see	6	3	0		
33	Regulatory	Is there a H&S board with relevant / mandatory postings (WSIB Poster, Green Book)	Observe	6	3	0		
34	Regulatory	Is there a written respiratory protection program and is it readily available?	Ask to see	6	3	0		
35	Training	Are emergency telephone numbers posted where they can be readily accessed?	Observe	6	3	0		
36	Training	Are employees fully trained on WHMIS right to know regulations?	Ask Staff	6	3	0		
37	Training	Are employees trained on the importance of using grounding straps on solvent containers?	Ask Staff - Observe	6	3	0		
38	Training	Are refinish technicians fit tested annually in the proper use of respirators?	Ask Staff	6	3	0		
39	Training	Are technicians trained on fire emergency procedures?	Ask Staff	6	3	0		
40	Equipment	Are welding screens available and utilized when welding?	Observe	6	3	0		
				244	Score		0	
					%		0.0%	

Shop								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Cleanliness	Are the shop floors clean and in good repair? Check prep area's for dust, tape, sanding discs ect	1. Clean and maintained 2. Some dirt or small damage visible	6	3	0		
2	Cleanliness	Are the shop walls clean and in good repair? Check prep area's for dust, tape, sanding discs ect	1. Clean and maintained 2. Some dirt or small damage visible	6	3	0		
3	Cleanliness	Are work benches free from clutter and personal items?	1. All benches clean 2. 50% or more benches clean 3. Less than 50% clean	6	3	0		
4	Cleanliness	Is the technician's lunchroom clean and organized? (Not a storage area)	1. Floor and walls clean and presentable 2. No damage 3. Odor free 4. Scheduled cleaning / inspection established & followed	6	3	0		
5	Efficiency	Are the common tools displayed on a wall, spotted on floor, outline marked and labelled	1. On display Wall 2. Outlined 3. Labelled	6	3	0		
6	Efficiency	Mandatory Requirement Is moveable equipment spotted in shop with appropriate signage?	1. Common moveable shop equipment is spotted 2. Outline and/or sign in place to designate area for equipment	8	4	0		
7	Efficiency	Is shop using technician tag system or sign-out sheet for use of shared equipment and SST's?	1. Tag system or sign-out sheet in place and being followed 2. Tag system or sign-out sheet in place but not followed	6	3	0		
8	Equipment	Are all hoists operating properly and in good condition (Check for yearly inspection sticker)	Yes / No	6	3	0		
9	Equipment	Are there sufficient trash bins (1 per bay) that are emptied regularly?	1. Each stall has a trash bin 2. Bins are clean and free from damage 3. Bins are not overflowing and are emptied daily	6	3	0		
10	Facility	Are technician washrooms and locker room clean, odor free and regularly maintained?	1. Fixtures clean, free from damage and no leaks 2. Floor and walls clean and presentable 3. Odor free 4. Cleaning scheduled & followed / fully stocked	6	3	0		
11	Facility	Are the shop light fixtures clean and in good repair?	Yes / No	6	3	0		
12	Facility	Is there a dedicated wet and dry bay for detailing?	1. Dedicated wet and dry bays separated by wall or curtain 2. Combination of wet and dry bays separate from the shop	6	3	0		
13	Floor	Are shop stalls separated by outlines and large enough?	With lines - Yes or No / Large enough	6	3	0		
14	Regulatory	Are hoists inspected and certified as per provincial regulations?	Yes / No	6	3	0		
15	Shop Safety	Are spare acetylene and oxygen tanks secured to wall to prevent tip over?	Observe	6	3	0		
16	Shop Safety	Is there oil absorbent material readily available in the shop?	Observe	6	3	0		
17	Shop Safety	Are other lifting devices or ladders secured and properly inspected	Observe Ladders should be secured to the wall, lifting devices need yearly inspections	6	3	0		
				104		Score	0	
						%	0.0%	

Signage										
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations		
				Good	OK	Poor				
1	Exterior	Are the exterior signs in good condition.	Observe, no paint peeling, faded, burnt out, damaged, outdated.	6	3	0				
2	Exterior	Mandatory Requirement Upon entry to property is there directional signage for collision centre?	Directional signs from main road clearly identify the entrance of the collision centre. 1. Signs adequate	8	4	0				
3	Exterior	Does building meet signage and image requirements pertaining to the certification program?	Observe - Corporate Image Program	6	3	0				
4	Interior	Are plaques, certificates, technician qualifications properly displayed?	Observe, should be current info	6	3	0				
5	Interior	Are the office signs and posters neat, clean and properly displayed?	Observe	6	3	0				
6	Interior	Are the operating hours clearly indicated to customers?	1. Hours clearly posted at the entrance 2. Convenient for customers 3. Professional and in good condition	6	3	0				
7	Interior	Are the payment credit options displayed at the customer entrance or at the counter?	1. Readily visible 2. Easily understood 3. Meets corporate guidelines	6	3	0				
8	Interior	Mandatory Requirement Upon entry to building, are there directional signs to reception, waiting area, washrooms?	Directional signs inside the facility clearly identify the location of the reception, waiting area and washrooms. 1. Signs adequate	6	3	0				
9	Interior	Is administrative signage properly displayed? (shuttle, DRP, policies, practices etc)	Observe	6	3	0				
				56	Score		0			
					%		0.0%			

SOP's								
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations
				Good	OK	Poor		
1	Body Repair	Is there a documented SOP for the metal repair process?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
2	Delivery	Is there a documented SOP for the delivery process?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
3	Detailing	Is there a documented SOP for the detailing process?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
4	Disassembly	Is there a documented SOP for the tear down and inspection process?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
5	Equipment	Is there a documented SOP for equipment servicing and maintenance?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
6	Paint	Is there a documented SOP for the paint process?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
7	Parts	Is there a documented SOP for ordering parts from each supplier?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
8	Policy	Does the collision centre have written Standard Operating Procedures?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
9	Prep	Is there a designated SOP used for washing the vehicle?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
10	Rental	Is there a documented SOP for inspecting returned rental cars or courtesy vehicles?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
11	Rental	Is there a documented SOP for ordering parts?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
12	Policy	Is there a documented SOP for towing company policies?	1. SOP exists / reflects collision centre process 2. Method of review in place to ensure it's maintained 3. Staff are aware of the SOP and can locate readily	6	3	0		
				72	Score	0		
					%	0.0%		

Equipment												
No.	Area	Question	Criteria	Scoring Criteria			Points Earned	Evaluators Comments / Observations				
				Good	OK	Poor						
1	Body Repair	Can the shop provide a pre-pull and post-pull printout?	Yes / No	6	3	0						
2	Body Repair	Does the shop have 4 wheel alignment capabilities?	Yes / No	6	3	0						
3	Body Repair	Is a plasma cutter available for body repairs?	Yes / No	6	3	0						
4	Body Repair	Is a washer welder or stud welder available for body dent repairs?	Yes / No	6	3	0						
5	Body Repair	Is there a 4 point clamping system to safely secure vehicles for structural repairs?	Yes / No	6	3	0						
6	Body Repair	Is measuring equipment capable of making 3D measurements on unibody & full frame vehicles?	Yes / No	6	3	0						
7	Body Repair	Is mechanical, electrical and or hydraulic pulling equipment appropriate for repairs?	Yes / No	6	3	0						
8	Estimating	Can computer generated estimates with digital imaging and electronic transfer be produced?	Yes / No	6	3	0						
9	Paint	Are the paint booth and mixing room equipped with colour corrected lighting?	Yes / No	6	3	0						
10	Paint	Are there separate paint gun washers for water and solvent based paint systems?	Yes / No	6	3	0						
11	Paint	Are there dedicated waterborne basecoat spray guns approved for low VOC application?	Yes / No	6	3	0						
12	Paint	Does the shop have portable infrared drying equipment?	Yes / No	6	3	0						
13	Paint	Is there mixing equipment and computerized colour retrieval system for mixing colours?	Yes / No	6	3	0						
14	Paint	Is electronic paint thickness gauge with a 0.5 mil or better accuracy used to confirm paint thickness?	Yes / No	6	3	0						
15	Policy	Is adequate "Garage Keepers Liability Insurance" in place?	Yes / No	6	3	0						
16	Prep	Are single action sanders used instead of grinders for paint removal for repairs?	Yes / No	6	3	0						
17	Prep	Are there dustless prep stations that are used by the technicians on a regular basis?	Yes / No	6	3	0						
18	Regulatory	Does the shop have a flammable liquid storage cabinet?	Yes / No	6	3	0						
19	Regulatory	Does the shop have an approved oily rag waste can?	As per National Fire code 1. Approved steel container 2. Self closing lid 3. Other metal can with lid	6	3	0						
20	Regulatory	Is the paint booth in good working condition, clean and compliant with local legislation?	Yes / No	6	3	0						
21	Safety	Does the shop have a spill kit, monthly inspections done	Yes / No	6	3	0						
22	Safety	Is the painter's respirator system compliant with all legislated requirements?	Yes / No	6	3	0						
23	Shop	Does the shop compressor have a filtered intake, automatic drain, pressure gauges, and relief valve?	Yes / No	6	3	0						
24	Shop	Does the shop have a battery charger / battery booster?	Yes / No	6	3	0						
25	Shop	Does the shop have a gasoline buggy?	Yes / No	6	3	0						
26	Shop	Does the shop have a headlight aiming system?	1. Tech use repair manual by model to determine method 2. Area used in level 3. Area used is at least 3 meters (9.84 feet) ahead of vehicle)	6	3	0						
27	Shop	Does the shop have a high pressure washer system?	Yes / No	6	3	0						
28	Shop	Does the shop have a pedestal mounted grinder with shield?	Wheel in good shape not worn out	6	3	0						
29	Shop	Does the shop have a vehicle lift?	Yes / No	6	3	0						
30	Shop	Does the shop have a wet-dry vacuum system?	Yes / No	6	3	0						
31	Shop	Does the shop have access to a trickle charger for hybrid battery powered vehicles?	Yes / No	6	3	0						
32	Shop	Does the shop have hydraulic floor jacks?	Yes / No	6	3	0						
33	Shop	Does the shop have R12 / R134a refrigerant recovery equipment?	Yes / No	6	3	0						
34	Shop	Is there a compressor system with adequate CFM capacity to meet the shop needs?	Yes / No	6	3	0						
35	Training	Are there technicians trained and equipped to correctly restore factory corrosion protection? (Sealer, Cavity Wax, Body Foam...)	Ask - Observe, look for tool, pressure feed tool.	6	3	0						
36	Welding	Does the shop have MIG welding equipment that meets the manufacturer's requirements?	140 Amps feeding 0.6mm or 0.8mm steel welding wire	6	3	0						
37	Welding	Mandatory Requirement Is a Squeeze Type Resistance Spot Welding (STRSW) used for body welding repairs?	Able to weld High and Ultra high strength steel - 10000 amps - 600psi squeeze force	10	5	0						
38	Lifting Device	Are all lifting devices (hoist's , pump trucks ect) inspected as per Provincial Regulations	Check equipment to see inspection dates	6	3	0						
39	Storage Carts	Mandatory Requirement Does the shop have Storage Carts to store parts removed from customer vehicles.	Must have enough carts to properly store parts removed from customers vehicles. Parts must not be stored in the customers vehicles	10	5	0						
40	Management System	Does the shop have a computer management system	Mitchell, Audotex, Summit, R&R ...	6	3	0						
41	Shop Computer	Mandatory Requirement Does the shop have computers located in the shop with internet access and printing capabilities for techs to reference Technical Information. 1 Computer for 5 techs.	Techs need to be enrolled with an Infostream ID and Password to access TIS	10	5	0						
42	Diaganostic Checker	Mandatory Requirement Does the shop have a Toyota diagnostic checker (or equivalent) to perform health checks or Zero Point Callibration on all vehicles.	Zero Point Callibration is to be performed on all Toyota / Scion / Lexus vehicles that are involved in an accident or collison. Health Checks with do a complete diagnostic of all systems.	10	5	0						
						%	0.0%					

Do not enter scores only comments

Evaluation Summary

#	Section	Number of Questions per Section	Number of Mandatory Questions per Section	Available Points	Weighting	Actual Evaluation Score	%	Comments
1	Housekeeping	12	0	90	4.7%	0	0.0%	
2	Body Repair	24	11	174	9.0%	0	0.0%	
3	Customer Service	16	1	92	4.8%	0	0.0%	
4	Detailing	13	0	78	4.0%	0	0.0%	
5	Environment	6	0	36	1.9%	0	0.0%	
6	Office	6	0	38	2.0%	0	0.0%	
7	Parts	21	1	126	6.5%	0	0.0%	
8	Lighting	10	0	60	3.1%	0	0.0%	
9	HR & Training	11	4	72	3.7%	0	0.0%	
10	Production	40	0	204	10.6%	0	0.0%	
11	QC	17	1	104	5.4%	0	0.0%	
12	Refinish	12	3	76	3.9%	0	0.0%	
13	Safety	40	2	244	12.6%	0	0.0%	
14	Shop	17	1	104	5.4%	0	0.0%	
15	Signage	9	2	56	2.9%	0	0.0%	
16	SOPs	12	0	72	3.7%	0	0.0%	
17	Equipment	42	4	268	13.9%	0	0.0%	
18	Facility	7	0	36	1.9%	0	0.0%	
19								
20								
21								
22								
23								
24								
25								
	Total	315	30	1930	100%	0	0%	
						Pass Score	85%	

Mandatory Requirements			
No.	Question	Criteria	
1	Mandatory Requirement Are vehicles cleaned with soap, water and degreaser before work begins in the body repair area?	Observe vehicles as they enter the shop: 1. All vehicles cleaned before works begins in body repair area 2. Vehicles are cleaned with soap and water 3. Degreaser is used 4. Vehicle is cleaned and dried well	
2	Mandatory Requirement Is there a process to ensure disassembled parts and components are identified and stored together? Not in Customers car	Ask staff and observe: 1. Using parts carts or appropriate shelving to store disassembled parts 2. Parts on carts or shelving identified with RO 3. Bins and bags used for small components	
3	Mandatory Requirement Are all body seams and hems joints sealed with urethane sealer as per Toyota standards as noted in the collision repair manual? (not silicon-based sealants or synthetic rubber-based sealants) CRIB 2015 2020 2021 2025 2032	Ask staff an observe: 1. Model-specific collision repair manual used as reference 2. Only urethane sealer used 3. Factory appearance of seams & hem joints duplicated	
4	Mandatory Requirement Are body panels sectioned and welded as per Toyota recommendations specified in the Toyota Collision Repair Manual? (CRIB 2033 2034)	Ask staff and observe: 1. Technician are using model-specific collision repair manual as reference 2. Body panels are sectioned only as specified by Toyota	
5	Mandatory Requirement Are all corrosion protection items (sealer, wax) reapplied during the repair according Toyota standards noted in the collision repair manual?	Ask staff an observe: 1. Model-specific collision repair manuals used as reference 2. Proper sealer and wax used 3. Factory appearance duplicated	
6	Mandatory Requirement Are all body seams and hems joints sealed with urethane sealer as per Toyota standards as noted in the collision repair manual? (not silicon-based sealants or synthetic rubber-based sealants) CRIB 2015 2020 2021 2025 2032	Ask staff an observe: 1. Model-specific collision repair manual used as reference 2. Only urethane sealer used 3. Factory appearance of seams & hem joints duplicated	
7	Mandatory Requirement Is body filler no thicker than 3 mm (1/8") during body repairs as per Toyota recommendations?	Ask staff and observe: 1. Filler is applied no more than 3 mm (1/8") at a time to lessen heat reaction that could lead to crystallization of the resin, resulting in cracking 2. Final thickness of body filler is kept to a maximum of 3 mm (1/8")	
8	Mandatory Requirement Are High-Strength-Steel (HSS), Ultra-High-Strength-Steel (UHSS) and frames components welded using ER70S-3 MIG wire as per Toyota standards?	Confirm actual welding wire used: 1. Model-specific collision repair manuals used as reference 2. Welding wire ER70S-3 used for HSS and UHSS	
9	Mandatory Requirement Are unibody and non-structural panels welded using ER70S-6 MIG wire as per Toyota standards?	Confirm actual welding wire used: 1. Welding wire ER70S-6 used for non-structural panels	
10	Mandatory Requirement Do body repair technicians use weld-through primer on welded-on parts prior to welding?	Ask staff and observe: 1. Weld-through primer applied prior to welding 2. Appropriate weld-through primer used	
11	Mandatory Requirement When welding panels, do the welds match the recommended number and locations as per Toyota standards as noted in the collision repair manual?	Ask staff and observe: 1. Model-specific collision repair manuals used as reference 2. Squeeze Type Resistance Spot Welding (STRSW) or MIG plug welds used 3. Bonding adhesive not used in place of welding (other than where recommended by Toyota as noted in the model-specific collision repair manual)	
12	Mandatory Requirement Are technicians educated to NOT apply open flame heating to repair perimeter frames, High-Strength-Steel (HSS) and Ultra-High-Strength-Steel (UHSS) components? CRIB 2019 2034	Ask staff and observe: 1. No heat must be applied to any perimeter frames, High-Strength-Steel (HSS) and Ultra-High-Strength-Steel (UHSS) components	
13	Mandatory Requirement Are removed parts placed on shelving or parts carts?	1. Parts stored on parts carts or shelving (Not in Customers Vehicle)	
14	Mandatory Requirement Does Collision Center participate in Toyota Smart Parts Program	The Shop sends estimates to Toyota Parts for Review.	
15	Mandatory Requirement. Does the Shop Have Licensed Technicians	Yes or No (ask to see some examples)	
16	Mandatory Requirement Are technicians encouraged / enrolled in TEAM or TMS training program?	Check to see training records	
17	Mandatory Requirement. Does the Collision Centre participate in ICAR training	Check to see training records	
18	Mandatory Requirement Does the shop have a documented quality control process?	Ask staff what is it, any SOP's ?	
19	Mandatory Requirement Are mouldings, trim, handles etc removed prior to painting?	1. All mouldings, trim, door handles and other components removed prior to painting 2. Final refinish coat under components	
20	Mandatory Requirement Are colour matching spray cards done prior to vehicle painting to assess colour ?	1. Sprayout cards done prior to vehicle being ready for paint	
21	Mandatory Requirement Is final refinish coat taken to the edge of the panel (see CRIB 2031 & 2032)	1. Final refinish coat taken to edge of panel 2. No expose edges left 3. Following Toyota blending rules	
22	Mandatory Requirement Do the staff use the appropriate PPE for the work performed (Paint hood with air supply, Welding Shield, gloves, face shield, safety glasses, hearing protection, ...)	1. Eye protection/gloves at equipment or each staff assigned 2. Staff wearing equipment as needed for work performed 3. Original safety guards and shields in place on equipment	
23	Mandatory Requirement Are MSDS available for all hazardous materials in shop, current? (Check none Toyota Products)	Locate and look through MSDS binder. 1. Binder readily accessible to all staff 2. All documents current	
24	Mandatory Requirement Is moveable equipment spotted in shop with appropriate signage?	1. Common moveable shop equipment is spotted 2. Outline and/or sign in place to designate area for equipment	
25	Mandatory Requirement Upon entry to property is there directional signage for collision centre?	Directional signs from main road clearly identify the entrance of the collision centre. 1. Signs adequate	
26	Mandatory Requirement Upon entry to building, are there directional signs to reception, waiting area, washrooms?	Directional signs inside the facility clearly identify the location of the reception, waiting area and washrooms. 1. Signs adequate	
27	Mandatory Requirement Is a Squeeze Type Resistance Spot Welding (STRSW) used for body welding repairs?	Able to weld High and Ultra high strength steel - 10000 amps - 600psi squeeze force	
28	Mandatory Requirement Does the shop have Storage Carts to store parts removed from customer vehicles.	Must have enough carts to properly store parts removed from customers vehicles. Parts must not be stored in the customers vehicles	
29	Mandatory Requirement Does the shop have computers located in the shop with internet access and printing capabilities for techs to reference Technical Information & On-Line Training. 1 Computer for 5 techs.	Techs need to be enrolled with an Infostream ID and Password to access TIS	

