



**CCIF Subcommittee Report:  
Accreditation and Certification  
Definitions and Facts**

(annotated version)

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# Subcommittee Members

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# Subcommittee Charter

## Part 1

### **Define some of the terms around Accreditation and Certification**

Certification and accreditation together make up a current hot topic and the discussion of this topic would be helped by some clarity.

The intention is to help the industry by providing a set of good definitions of terms which are currently being used.

From these definitions the subcommittee report can provide guidance of how the various terms and concepts work together.



# The Three Key Words

- Qualification
- Accreditation
- Certification

# Qualification

Qualification is an **unaudited or unverified internal check for a facility.**

An operator may be fully qualified to do the right repair with the right equipment, trained staff and access to current information but is not certified or accredited for that repair.

# Qualification

The qualified operator will have looked at the list of requirements to do correct work on modern cars and will know with a good level of certainty that the requirements are met and the facility is qualified to do these repairs.

Knowing that a facility is qualified to do the correct repairs is important to the business owner. However, having achieved Qualification the realistic next step is Certification or Accreditation in order to give consumers, other external parties and the operators themselves assurance that the qualifications are real and verified.



# Accreditation

A non-exclusive, non-market based external validation of capability (or qualification)

**Accreditation is not tied to any brands.**



# Accreditation

Accreditation, granted in Canada primarily by CCIAP and the BC CCR, is based on facility qualifications of equipment, training and customer service.

It is not based on market area nor restricted by quota. Any facility that qualifies is eligible for Accreditation.

While the granting of Accreditation does not require the approval of OEM manufacturers the accrediting agency has taken into consideration the core technical requirements (equipment and training) that most broad market manufacturers have listed.





# Certification

Certification is **provided by an OE manufacturer.**

Certification verifies the capabilities, including equipment and training, of the facility to perform repairs to that manufacturer's specifications. However in many cases there is more to Certification than just these capabilities.



# Certification

- In some but not all cases, Certification can include elements of exclusivity and market protection. For some OE certifications, dealers are involved and their sponsorship is needed. These dealers may be limited in the number of shops they can sponsor and in most cases cannot sponsor shops outside their assigned market area. For other OE certifications there is no dealer sponsorship required, no market limitations and any facility that has the desire to, and can meet the certification requirements, can achieve these OE certification.
- Certification may give a facility access to information, in almost all cases at a cost, but this is generally not exclusive. A non-certified shop can also purchase access to this information. With market control it is possible that two facilities in close proximity are equally qualified and capable, with the same access to information but only one has the Certified designation for a particular brand.
- Many OE certifications provide access to marketing resources, affiliation with OE brands and opportunity for consumer referrals by the OEs.



# Importance of These Three Words and Definitions

Most people assume that Accredited  
and Certified carry more weight but  
**Qualified is the most important first  
step.**



# The Importance of Qualified

A theme that has been widely circulating in the last 2 years is the possibility of civil litigation in the case of a problem after a repair.

Looking at this possibility from the perspective of these three defined words;



# Civil Litigation in the Case of a Problem after a Repair

1. A repair facility can find themselves in a civil litigation situation about the **quality or safety of a repair**.
2. One of the first areas of investigation will be the **Qualification** of that facility to do that repair.

# Civil Litigation in the Case of a Problem after a Repair

3. Currently the Accreditation or Certification programs in Canada carry **limited legal weight**.
4. Accrediting or Certification Programs will likely provide assistance and support to the facility and this will allow the investigation to move forward with more confidence on everyone's part.
5. However the verification of **Qualification** for that repair will still be done independently. The investigation will not accept Accreditation or Certification as proof of Qualification.

# Qualification is Real Time

- A concept that came up in the final stages of the project was that Qualification is something to be aware of every day.
- Accreditation and Certification programs in almost all cases grant status for a one year period.
- This means that the facility is Qualified on the day the audit is done for that status.
- Currently there is very little real time or ongoing audit.
- If a key piece of equipment is not maintained or a technician with a needed certificate leaves that facility is no longer Qualified, but will still display the Accredited or Certified status.
- When the equipment is repaired or the tech replaced the facility is again Qualified.

# Subcommittee Charter

## Part 2

### Program Similarities and Differences

The intention of the subcommittee in Part 2 of the project was to provide a list or grid showing the differences and similarities between the available Accreditation and Certification programs.

As the work started it was seen that there was so much variation that it would be very difficult to provide a list of requirements.

It was also realized that these requirements were constantly evolving and any list would be outdated by the time the electronic ink was dry.





# Subcommittee Charter

## Part 2

With the initial plan of developing a comprehensive list no longer feasible the focus was changed to provide an overview to highlight similarities and differences.



# Programs Included

CCIAP

B.C. CCR

CCC

Chrysler Ford Kia  
Nissan Toyota Lexus

Honda/Acura

BMW/Mini

Mercedes

Audi

# Accreditation Programs

- ❑ **CCIAP** - Canadian Collision Industry Accreditation Program. This is managed by the AIA and is available to all collision repair facilities in Canada
- ❑ **B.C. CCR** - Certified Collision Repair. This BC program is an Accreditation program, despite the Certified in the name. It has the same requirements as CCIAP and by agreement a facility that receives status in the BC program is given CCIAP status



# Certification Programs

**CCC** - Certified Collision Care provides Certification, at May 2019, for 6 brands. Some of these brands, Chrysler, Ford and Kia do not require dealer sponsorship. Nissan, Toyota and Lexus do require dealer sponsorship.

**Honda/Acura ProFirst** – This program is shown on a next page separated from both the broad market and the European Accreditation and Certification programs. It has more specific requirements than the other broad market programs but not as specific as the European OEs.



# European and Speciality OEM Programs

**BMW/Mini, Mercedes and Audi** were the three programs used as examples of European OEM programs. The requirements of each are listed only very generally to show the very specific requirements of these and other European and Speciality OEM programs.



# Equipment Broad Market OEM (1)

	CCIAP & B.C. CCR	CCC (6 OEM)	Honda/Acura ProFirst
<b>Computers / Software</b>			
Technician access to OEM service information.	Required	Required	Honda & Acura Service Express subscription
<b>Structural / Frame Repair</b>			
"Computerized 3D Measuring System"	Required	Required	Touch point style system
Body & Frame straightening equipment	Next Slide	Next Slide	Next Slide
Body & Frame fixturing and or jig holding equipment			Universal fixture/jig holding system required.
<b>Welding Equipment</b>			
"Squeeze-type resistance spot welder (STRSW)"	Required	Required	Required
Pulse control MIG welder for MIG Brazing (GMA)	Required	Required	Required
MAG or MIG welder (GMA)	Required	Required	Required
MAG Welding Filler Wire for High Strength Steel 590 to 980 Mpa			Required
Welding Fume extractor			Required

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MAG or MIG welder (GMA)	Required	Required	Required
MAG Welding Filler Wire for High Strength Steel 590 to 980 Mpa			Required
Welding Fume extractor			Required

# Equipment Broad Market(2)

- On the previous page it can be seen that many of the requirements are similar between the different broad market brands.
- An important difference is in the wording around Body and Frame Straightening Equipment.
- The next slide shows the specific wording for this at May 2019



# Body and Frame Straightening Equipment

- **CCC**

Frame rack or dedicated/universal fixture bench with hydraulic equipment capable of making simultaneous, multiple body and/or structural pulls as necessary. A floor rail or rack mounted four (4) point anchoring system capable of holding a vehicle stationary is acceptable however anchoring with floor pots is not acceptable.

- **CCIAP and BC CCR**

Frame rack or dedicated fixture bench with appropriate anchoring and pulling capabilities.

- **Honda/Acura ProFirst**

Frame bench or rack  $\geq 6500$  lbs. lifting capacity, 4 holding points minimum.  $\geq 10$  ton pulling capacity. Capable of straightening the body to factory specifications.



# Equipment Broad Market OEM (3)

	CCIAP & B.C. CCR	CCC (6 OEM)	Honda/Acura ProFirst
<b>Aluminum Equipment</b>			
Self-Piercing Rivet Gun (Aluminum)	Required Advanced	Required - Ford	
Aluminum Welding	Required Advanced	Required - Ford	
Dedicated Aluminum Work Bay	Required Advanced	Required - Ford	
Dust Extraction Systems Aluminum	Required Advanced	Required - Ford	
Aluminum Tool Kit	Required Advanced	Required - Ford Specific	
<b>Paint &amp; Refinishing Equipment</b>			
Air Diffusers - for drying waterborne			Required
Approved Paint Systems	Required	Required	Required
Infrared ray light (IR lamp)			Required
Digital paint thickness gauge			Required



# Equipment Broad Market OEM(4)

- The previous slide shows in the top section the differences in aluminum capability requirements. It can be seen that Honda/Acura does not currently have any requirements for aluminum repair (aluminum is used in several Honda models).
- What is not obvious is that Ford aluminum requirements are more rigorous than CCIAP, requiring a very specific set of hand tools.
- The bottom section of the slide shows, as examples, some relatively minor requirements that are not consistent between the programs.

# Equipment

- The equipment requirements for European OEM Certification were seen to be so specific and complex that we realized that it would be very difficult to list them in a meaningful or accurate way.
- An operator considering European OEM Certification would need to take a close look at his current equipment and have a very clear idea of which programs applications are planned.



# Training Requirements (2)

- The important cells in the previous slide are the training requirements. It can be seen that the broad market requirements are focused on I-CAR . This training is available at what is a manageable cost for many operations and will serve across many brands and programs
- The European programs do not require, nor give credit for, I-CAR training. They each have requirements for their own provided training, which tends to be more expensive, and significantly does not carry from one brand to another.

# Requirements Overview

Meeting CCC/CCIAP requirements would put a facility in solid position to survive and thrive in the repair of most broad market cars.

However this path may not be the best start for European OEM certification.

The European OEMs are a completely different story, with each having very specific requirements. Meeting these requirements would start with a very clear eyed business plan.



# Requirements Overview

All of this changes very quickly and every operator will have to pay close attention in planning for the future.

Building relationships with well qualified and knowledgeable equipment reps as well as with OEM reps will be key to staying current with the information needed.

