

# WELCOME TO ASSURED PERFORMANCE NETWORK MANAGEMENT

Tools which are now available through the Assured Performance Certified Network Management System are the culmination of seven years effort to construct a nationwide multi-OEM endorsed certified collision repair network. Access to the Certified Network Management System information and data is exclusive to Assured Performance industry partners looking to custom tailor a collision repair network for their specific needs. The Certified Network Management System provides users an online interface to shape desired network configurations, leverage a

wide-range of information, tools and data concerning their network and to target their customer/industry initiatives.

Assured Performance is the market leader in true, real-world Network Management with People, Processes, Programs, Training and Technology. Our Network Management System is a combination of technology-driven tools and data attributes allowing users to have best-in-class optics, control and hands-on management.

## INPUTS

### System Data Elements:

- Your specific network certification audit requirements are completed by highly trained on-site inspection auditors using an exclusive Smart App interface with GPS supported by call center, person-to-person account management & tele-coaching teams
- Independent, Dealer and MSO Collision Repair Provider data and metrics:
  - ◆ Business profile data (name, location, etc.)
  - ◆ Participation Enrollment/Certification status
  - ◆ ShopOps business capabilities status
  - ◆ OE-QC compliance and repair data
  - ◆ Repair parts and labor data
  - ◆ Shop and Industry performance (KPIs)
  - ◆ CSI
  - ◆ Training
  - ◆ eLobby
  - ◆ Marketing (locators, websites, etc.)
- OEM and industry partner specific data, programs, contests, incentives, marketing, locator and metrics (held proprietary to partner)
- US demographic and geographic data
- Vehicle UIO/VIO/Car Parc data

## OUTPUTS

### System Uses:

- Online system administration of your network with review, approval and live monitoring
- Customizable lists and mapping of network
- Customizable, intuitive shop locator and Smart App systems driven off unique network profile
- Repair Provider participation profiling, analysis and mapping to ensure total demographic and geographic coverage, matched with UIO/Car Parc
- OEM, Dealer, Paint Companies, Jobbers, Suppliers, MSO and Insurer alignment metrics with affiliations
- Interactive training and communications targeting all levels of operations
- Network-wide mass communications capability with peer-to-peer tools
- Data-driven performance measurements, metrics with rating and ranking, including capability identification and performance
- Rebate and Incentive program administration and management
- Customized marketing and promotional program administration and management
- OEM repair procedure and scanning compliance administration and management



# Assured Performance Minimum Certification Requirements:

## General Business Requirements

### SHOPS MUST:

- 1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history
- 2. Provide proof of Garage Keepers Liability insurance with a minimum of \$1M policy limit
- 3. Provide customers with a Limited Lifetime Warranty
- 4. Subscribe to an electronic p-page logic estimating system
- 5. Be in compliance with all Local, State and Federal government regulatory requirements

## Customer Service

### SHOPS MUST:

- 1. Measure customer satisfaction through a third-party service provider
- 2. Utilize a preferred rental car provider or provide complimentary customer transportation
- 3. Clean vehicle interiors and exteriors before delivery to customer
- 4. Have a well-maintained customer parking area that is well-lit
- 5. Have a professional, well-maintained customer reception, waiting and restroom areas

## General Technical Repair Capability

### SHOPS MUST:

- 1. Meet I-CAR® Gold Class® or equivalent with proof of ongoing technical training (assessment required)
- 2. Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance
- 3. Utilize a frame rack or dedicated/universal fixture bench, with appropriate vehicle anchoring and pulling capabilities
- 4. Utilize an electronic three-dimensional vehicle measuring system
- 5. Maintain a current data subscription for the measuring system being utilized
- 6. Provide proof of technical training to operate the measuring system being utilized
- 7. Utilize an R134a refrigerant recovery/recycling system or proof of a qualified sublet provider
- 8. Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider
- 9. Have the ability to remove, replace and reinstall steering and suspension components, as well as engine and drive train units
- 10. Have the ability to perform pre- and post-repair vehicle diagnostic scans and proof of calibrations
- 11. Have a spray booth with forced drying capabilities
- 12. Utilize an OEM approved refinishing system
- 13. Provide proof of product training for the refinishing system being utilized
- 14. Have an above ground lift with a lift capability of at least 7,000 lbs
- 15. Utilize pressure-feed, anti-corrosion compound and application equipment
- 16. Have a documented Quality Assurance/Quality Control system

**INFORMATION & REQUIREMENTS PUBLISHED ON THIS DOCUMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE. FOR QUESTIONS OR TO REQUEST THE LATEST REQUIREMENTS PLEASE CALL (949) 221-0010.**

**Disclaimer: Assured Performance Does Not Set Prices, Offer Concessions or Lower Costs**

## ADVANCED MATERIAL REPAIR TECHNICAL CAPABILITIES

*All of the following capabilities must meet the vehicle manufacturer's specifications according to year, make and model*

### Steel/Ferrous Material Technical Repair Capability (Required)

#### SHOPS MUST:

- 1. Have a 220 Volt, 3-Phase Inverter-Type (or functionally equivalent Hybrid)-Squeeze-type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- 2. Have a 220-volt MIG/MAG welder for steel fusion
- 3. Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire and pulling attachments
- 4. Have completed I-CAR® WCS03 - Steel GMA (MIG) Welding Certification
- 5. Have a MIG welder with silicon-bronze MIG brazing capabilities
- 6. Have proof of training in silicon bronze MIG brazing or completed I-CAR® BRZ02 - MIG brazing course

### Composite Material Technical Repair Capability (Optional)

#### SHOPS MUST:

- 1. Have the required tools and equipment to repair advanced structural composites and/or carbon fiber components
- 2. Provide proof of training or certification in the repair of advanced structural composites or carbon fiber components
- 3. Have a Clean Room and air filtration and Evacuation Requirements (A work separation system that isolates specialized vehicle from cross contamination during the repair process.) Note: separation can be a separate room or curtain system
- 4. Provide credentials of any OEM Certification with advanced structural composites or carbon fiber construction

### Aluminum Repair Requirements /Non-Ferrous (Required for FORD Certification)

#### SHOPS MUST:

- 1. Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- 2. Have a designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. The inventory must contain all required hand tools per Ford F-150 Collision Repair Program
- 3. Utilize a 220v Pulse MIG welder specifically for aluminum vehicles
- 4. Utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers and dent extraction system
- 5. A specialized aluminum SPR (Self Piercing Rivet) gun approved by the Ford Paint and Body Technical Center – currently only the Chief, Henrob and Pro Spot SPR riveters are approved
- 6. An Immersion-Type, Wet Mix dust extraction system or pneumatic (air operated) vacuum system dedicated to aluminum dust - The system can be portable or centrally installed system
- 7. I-CAR® FOR06 – 2015 Ford F-150 Structural Repair Training Course
- 8. I-CAR® WCA03 – Aluminum GMA (MIG) Welding Certification
- 9. I-CAR® FO007E01 - 2018 Expedition & Navigator Aluminum Body Repair (2 technicians must complete – web-based)

### Suggested Additional Best Practices:

- 1. A designated welding fume extraction system
- 2. Frame Alignment Fixtures - A select number of qualifying frame alignment accessories are available for Chief, Car-O-Liner and others
- 3. Welding station or equivalent so all welding certified technicians can administer practice welds prior to welding new panel