



Certification Checklist

LOCATION		Date:
CHECKLIST	ACTION	COMMENT
Application Detail	- Confirm details	
	- Print and sign Certification Agreement	Action:
	- Provide photo of business license	
Copy	- Limited lifetime guarantee	
Copy	- Garage policy	
Copy	- General liability insurance (min \$2M)	
Copy	- Dispute resolution process	Action:
Online Service Agreement	Confirm the following: <ul style="list-style-type: none"> - Request/capture/share/manage companies reviews and reputation - Use of SMS Text? - Use of Email? - Use of Instagram? - Use of Facebook? - Shop customer management system 	
Photos to include	<ul style="list-style-type: none"> - Facility Exterior - Office - Customer Area (including hours of operation, licences, certificates, and guarantee) - Shop Area (including dedicated aluminum areas and equipment) 	
TRAINING	Apprenticeship support <ul style="list-style-type: none"> - Require one apprentice per five techs 	
I-CAR Training	Gold Class in Progress <ul style="list-style-type: none"> - One employee designated as role representative – two courses per year towards Platinum. - Other staff - six credit hours per year 	Action:
	Gold Class Professional <ul style="list-style-type: none"> - One I-CAR Platinum Individual in each of four roles: refinish, steel, non-structural, and estimator 	

	- FOR06 Structural Repair Training (at least one technician)	
	- WCA05 Aluminum GMA (MIG) Welding Certification (at least one technician)	
Trademark Agreement	- Review "Use of Logo" guidelines and obtain signed agreement	Action:
Green Garage	- Print and sign agreement	Action:
Promotional Materials	- Poster (frame) - Brochures (100)	Action:

AUDIT	Audit (Confirm Schedule)	Auditor Name:
Best Practices	Review Section	
	<p>Documented repair process control procedure including completion of repair quality control procedure and name of technician involved in the repair process.</p> <p>a. Are there standards for each repair step?</p> <p>b. Is there more than one person involved in the final inspection process?</p> <p>c. Do you allow enough time for a detailed thorough inspection?</p>	
	- Procedure for internal audit of repair processes by the repairer (documented) to ensure over 12-month period each type of repair process is audited at least once. Cause and consequences of issues raised must be identified and systematically examined with findings documented. Corrective action to include rectification of particular occurrence and initiation of measures to prevent recurrence.	

Shop Performance	<ul style="list-style-type: none"> - Business practice: How is customer kept informed about <ul style="list-style-type: none"> a. Delivery date b. Repairs during the repair process (frequency and method, e.g. email/text) c. Quality of repair - Quality of repairs - Review repairs against work order/invoice for estimate accuracy and quality of repair. 	
Program Feedback	<ul style="list-style-type: none"> - Solicit program feedback and compliance with program guidelines 	