

# **BUSINESS PRESENTATION**

## ***SHOP PRESENTATION STANDARDS***

As the CRA is committed to maintaining a high quality standard, you may be asked to supply information on some recent repairs for auditing purposes.

### **OFFICE**

- Must be painted or wallpapered.
- Must have no offensive art work on walls.
- Must have floor coverings eg. vinyl, carpet.
- Must be clean and tidy at all times.
- Must have seating for client or insurance personnel.

### **FRONT YARD**

- Must be in good repair (no pot holes etc).
- Building must be painted and have a fresh look.
- All rubbish and disused panels must be screened from public view eg. 'fenced off area'.
- All signage must be in good repair.
- NZCRA sign must be shown (once a financial member).

### **WORKSHOP**

- Must be swept daily and all rubbish removed.
- Plant and equipment to be in good repair.
- Plant and equipment to be hung up when not in use.
- General appearance must be clean and tidy.
- Should have a parts storage area.

### **STAFF ROOM**

- Must be clean and tidy at all times.
- Must have tables and chairs, no car seats or boxes.
- Keep offensive art out of public view.
- Must have floor coverings eg. 'vinyl'.
- Painted walls that have a fresh look.
- Rubbish in bin.

### **TOILETS**

- Must have no offensive artwork.
- Must have lock on door.

### **FIRST AID**

- Must meet Labour Department standards.

### **STAFF**

- Must wear safety footwear.
- Must have tidy personal presentation.
- All collision repair technicians undertaking structural welding must hold a current I-CAR Steel GMA (MIG) welding qualification or equivalent. This qualification is required to be completed within your first 12 months of membership and will be verified at your probationary period inspection.

### **WASH AREA**

- To be clean at all times.
- Hand cleaning facilities and drying area.

**FOR AN APPROVED STRUCTURAL REPAIR CENTRE** - After 12 months of membership as Panelbeating/Spraypainting category, members may apply to become an approved Structural Repair Centre.

In addition to the above shop presentation standards, the following is also required:

- The office/reception must be separate from workshop.
- The front yard must be sealed (tar, concrete).
- The toilets must be clean 'for customer use'.
- To have attained the required points to complete the 'Continuing Compulsory Annual Retraining (C-CAR) Programme within the last 12 months. A schedule showing how these points can be attained is set each year.

**FOR AN APPROVED AUTOMOTIVE REFINISHER CATEGORY** - In addition to the above shop presentation standards, the following is also required:

- The office/reception must be separate from workshop.
- The front yard must be sealed (tar, concrete).
- The toilets must be clean 'for customer use'.

## ***REQUIRED EQUIPMENT LIST***

### ***FOR A SPRAYPAINTING / AUTOMOTIVE REFINISH CENTRE***

- Compressors, suitable and of adequate capacity for the work being carried out.
- Moisture extraction equipment, to support the amount of work being undertaken eg. Refrigerated dryer or moisture extraction off each air drop in shop.
- Spray guns, of suitable design and capacity to carry out the work being undertaken.
- Paint mixing scales and formula data. A full paint tinting system carrying all tinters in the systems' range, supported by mixing formula data (electronic or hard copy).
- Paint storage, to meet all Government Department and Local Body requirements.
- Isocyanates - to be used in strict compliance with OSH regulations. If complaints of substance are reported and substantiated about misuse of Isocyanates, it will result in your membership being revoked.
- An air fed respirator for every tradesperson, compliant with OSH regulations.
- Protective gloves available to all workshop staff.
- Adequate fire extinguishers that meet OSH regulation and servicing requirements.
- Set of four car stands - If Automotive Refinish Centre only.
- Floor jack (1.5 tonne minimum) - If Automotive Refinish Centre only.
- Infrared heat lamps (preferred but not mandatory).
- Polishing buff.
- Mechanical and pneumatic sanders suitable for the work being undertaken.
- Suitable rubbish containers.
- Workshop staff to present a professional image - suitable protective clothing.
- Proper provisions in place for the disposal of waste thinners.
- Dustless sanding/Extraction system (preferred but not mandatory).

### ***FOR AN APPROVED STRUCTURAL REPAIR CENTRE OR APPROVED AUTOMOTIVE REFINISHER CATEGORY*** – In addition to the above equipment, the following are also required:

- A spray booth and tint/mixing room which complies with all Regulations, Standards and Code of Practice including OSH.
- Resource Consent, Location Test Certificates and Compliance with all applicable local council and government regulations.

### ***FOR A PANELBEATING CENTRE***

- Adequate alignment equipment capable of undertaking non-structural realignment of under frame and unitised body vehicles.
- 1 trammel.
- Floor jack (1.5 tonne minimum).
- Set of four car stands.
- Engine removal facility (if undertaking mechanical work).
- Slide hammer kit.
- Headlight aligning facility (beam setter).
- Rustproofing equipment.
- Vacuum cleaner equipment.
- Hand tools suitable for the repairs being performed.
- Inspection/Lead lights or suitable lighting system.
- Minimum four tonne porta power kit.
- Adequate fire extinguishers that meet OSH regulations and servicing requirements.
- Suitable storage areas and bins.
- Suitable rubbish containers.
- Workshop to present a professional image.
- Work personnel to present a professional image - suitable protective clothing.
- MIG welder.
- Assortment of industry specific machine tools required to effectively perform all repairs undertaken by the business.
- Oxy-acetylene plant with cutting equipment (preferred but not mandatory).
- Spot type dent pulling system.
- Hoist.

#### Scale of duplication guidelines:

- ◆ **Alignment system** - one system to every six tradespeople employed.
- ◆ **Body jacks and attachments** - one to every three tradespeople.
- ◆ **Floor jacks** - one for every three tradespeople.
- ◆ **MIG welders** - one to every three tradespeople.

***FOR AN APPROVED STRUCTURAL REPAIR CENTRE*** – In addition to the above equipment, the following are also required:

- A regularly calibrated, three dimensional measuring system is required and backed by appropriate, factory based data sheets relating to the machine. (Made by a company who specialises in the manufacture of equipment with patents that are accepted by the Collision Repair Association).
- Alternatively a fixed or universal jig alignment system, appropriate to the types of vehicles being repaired.