

# DAIMLER TRUCK

## Southern Africa

### DTSA - Autobody Repair Centre Evaluation Document

#### AUTOBODY REPAIR CENTRE

Address:

Contact Number:

Approval Process Date:

Simply the Best Audit Date:

Quality Audit Date:

Responsible Person:

#### EVALUATION RESULTS

	Target	Approval Assessment	Simply the Best	Total	
Total Points Accumulated in Evaluation:					
Total Points Accumulated in Quality Audit:					
<b>TOTAL POINT ACCUMULATED:</b>					

<b>BUSINESS ENTITY</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Has any of the Directors/ Owners been convicted of any violations of the Law or Regulation?		
The financial status of the Truck Repair facility to be established:		
A credit check to be completed or the last signed and audited financial statements to be provided; and the cost of credit check or production of financials to be paid by applicant.		
Comprehensive insurance liability cover is in place.		
A fire precaution and evacuation procedure is in place.		
The BBBEE status of the repair facility to be established. Minimum Level 3		
Premises owned or rented to be established – if rented – term of lease to be established.		
Full details of owners / directors to be obtained (ID numbers and names of Members for CC or Directors for (Pty) Ltd.		

<b>PARKING</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Sufficient secure Customer passenger vehicle parking available with signage.		
Dedicated parking bay for disabled drivers.		
Customers' vehicles secured when parked outside.		
Suitable off road customer parking surface – to be tarred, paved or cemented in good condition.		
Area to be neat and tidy – surrounding gardens, grass etc to be well maintained.		

<b>TRUCK (STORAGE) YARD</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitably sized truck storage yard on the premises or a holding yard located elsewhere must be provided to store trucks awaiting assessment.		
The truck storage or holding yard to be easily accessible.		
The truck storage or holding yard to be secure.		
If not under roof, damaged cabs to be covered against the elements.		
The truck storage yard must not be accessible to visiting customers from the road or entrance to the repair facility.		

<b>CORPORATE IMAGE</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Company name to be well sign posted and clearly visible on the building.		
Exterior of the building presents a good image and is well maintained.		
The workshop and storage yard is kept secure and signposted as a prohibited area.		
Reception signage to be clearly visible.		
No scrap/waste materials to be stored in or visible from customer parking area.		
Display business hours, emergency & towing numbers at entrance to building.		
Access roads to be tarred or cemented and in good condition.		

<b>CUSTOMER HANDLING</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Customer handling takes place at Reception Area.		
A vehicle hand-over process is utilised and all documents are presented to the customer when taking delivery.		
A collection and delivery service is provided.		
A customer complaint procedure is utilised. And an auditable customer follow-up system is used.		

<b>QUALITY ASSURANCE</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A general notice board or communication file is available.		
Quality Control procedures are in place.		
The Approved Truck Repairer is responsible for the quality and standard of any sub-contracted repairs.		
A process is in place to monitor and control parts ordered, parts received, parts allocated and parts on back order, including RFC's.		
If parts are returned for credit, parts must be returned in the original packaging.		
All colour tinting information is recorded on the job card for possible future use.		
<b>RECEPTION</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Customer reception area to be well maintained - good housekeeping.		
Suitable and adequate seating for customers to be available.		
Suitable reading material to be made available (not older than six months).		
Refreshments to be available and/or offered to customers.		
Suitable sign posted customer toilets must be available.		
Customer facing staff to wear name badges.		
Customer handling to take place in the reception area.		
A vehicle hand-over process is utilised and all documents are presented to the customer when taking delivery.		
A collection and delivery service is provided.		
A customer complaint procedure is utilised and an auditable customer follow-up system is used.		
<b>ADMINISTRATION FACILITIES</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Suitable administrative offices to be available - not part of reception area.		
The facility must be registered with the Motor Industry Bargaining Council (MIBCO)		
The facility to provide proof of VAT registration, PAYE, WCA and UIF reference numbers.		
The repair facility must provide a working e-mail address for future communication.		
The facility must have a suitable computer/s with CD Rom capabilities.		
The facility must have a suitable digital camera available.		
<b>GUARANTEES / CHECK LISTS</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
The repair facility must offer a minimum guarantee of one year for both workmanship and paint and the guarantees must be offered in writing.		
A truck check-in list, together with photographs, must be completed and saved on all vehicles accepted onto the premises.		
All personnel effects found on the vehicle must be recorded and securely stored.		
Accurate parts records must be kept for audit purposes - parts ordered, parts returned for credit, parts on back order, parts used, safety critical components stored/scrapped.		
An ongoing quality control system must be utilized during the repair process - the job card or separate check list must be implemented.		
A final quality control check list must be utilized.		
<b>TRAINING</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitable person within the company must be nominated to co-ordinate all staff training.		
An up to date training register for all staff must be maintained, which includes all internal training offered by the company or the suppliers.		
A training needs analysis must be done annually on all full time staff employed.		
An annual training plan, following the needs analysis, to be drawn up for all staff.		

<b>MAINTENANCE</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitable person within the company must be nominated to co-ordinate all maintenance.		
An up to date maintenance register or file for the entire facility must be maintained (In terms of OHSA or ISO9002) that includes the following items:		
Service records of all equipment such as welders, drills, hydraulic jacks etc.		
Annual calibration of all torque wrenches.		
Compressor receiver to be pressure tested within the last 36 months.		
Service records of compressor and refrigerated air dryer.		
Spray booth intake filters change/clean record to be kept.		
Calibration of paint mixing room scale.		
Paint mixing room filters change/clean record to be kept.		
Service records of all hoists/lifts.		
Service records of fire hoses and extinguishers.		

<b>PERSONNEL REQUIREMENTS</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
There must be a dedicated receptionist employed.		
Repair facility to employ at least one suitably trained truck estimator.		
There must be a least one qualified panel beater in full time employ.		
There must be at least one qualified spray painter in full time employ.		
The truck repair facility will be encouraged to employ suitable apprentices in either or both trades – if no apprentices employed, the company must provide proof of Merseta communication regarding accreditation.		
Recommended that the repair facility employ at least one store person or nominate a suitable to person to run the stores.		
A suitable person within the company must be nominated as a health and safety officer.		
The repair facility must ensure that at least one full time employed person is suitable trained in first aid and has a valid certificate.		
All repair personnel are dressed in a uniform manner and are presentable.		

<b>STORES</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitable, lockable, clean & tidy consumable / small tools & equipment store with sufficient shelves or racks must be available.		
Secure storage facility / storage box / defined container required for personnel effects retrieved from vehicles.		
A suitable, lockable, clean & tidy new / stripped parts store with relevant shelving and clearly marked parts must be available.		
Safety critical components replaced must be recorded and securely stored for insurance purposes and then scrapped after allotted time period has lapsed.		
A separate flammable liquid store must be available.		

<b>STAFF FACILITIES</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Suitable staff change rooms must be provided with sufficient lockers/facilities to hang clothing.		
Adequate and clean staff toilets must be provided.		
A staff canteen / rest room where staff can eat tea / lunch must be provided – this item can be combined with staff change rooms.		
First Aid kit is to be provided as per current legislation.		

<b>WORKSHOP CRITERIA</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
HCV workshop to be separated from passenger vehicle workshop, if applicable.		
The workshop areas must be lockable and enclosed on all sides.		
All floors to be cemented, in good condition & clean at all times, with no parts lying around.		
Sufficient clearly signed emergency exits to be provided.		
Sufficient clearly signed fire extinguishers & hoses to be provided as per local legislation.		
The workshop must be equipped with 3 phase power.		
All working bays to be demarcated as per OHS requirements.		
All areas to be well lit with existing bulbs/tubes in working order.		

<b>TOOLING REQUIREMENTS</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Assessment bay must be under roof with adequate floor space allocated to accommodate large trucks.		
Adequate lighting is required in the assessment bay.		
Floors of assessment bay to be concrete, clean and in good condition.		
The assessment bay to be equipped with play detectors.		
The pit bay must have a frame installed with a minimum of one pit trolley.		
Mobile or fixed welding screens are available in sufficient numbers to protect operatives and surrounding areas.		
A suitable number of non flammable welding blankets are available to protect interior and exterior components of vehicles being welded.		
Welding hoods.		
Safety glasses.		
Fire protective clothing for welding i.e. gloves, aprons and yokes for arms.		
Induction heater –		
Mobile storage cages for stripped parts.		
20 ton hydraulic jack.		
Air driven hydraulic pumps with pressure gauge – with remote operation.		
Sufficient tool cupboards and/or tool trolleys.		
Mechanical hand tools.		
Sufficient work benches with vice.		
Bench grinders.		
Drilling machines.		
Orbital sanders.		
Suitable torque wrenches measuring from 0 - 1200 NM (including multipliers)		
Headlamp focusing machine.		
Lead lights.		
24 Volt battery charger.		

<b>PAINT SHOP CRITERIA</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
The paint shop including the spray booth must be under roof. Suitable housekeeping must be maintained throughout the paint shop. Floors clean, parts/tools not lying around. No spray painting to be done in the open – all spray painting to be done inside the spray booth.		

<b>PREPARATION BAY</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Suitable mobile or centralized vacuum assisted dry sanding equipment must be utilized.		
Suitable short wave infra-red drying lamps must be utilized.		
Adequate suitable primer guns must be available.		
<b>SPRAYBOOTH</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitable commercially available truck spray booth is installed.		
It is recommended, where possible, that the facility utilize a drive-through spray booth, depending on truck repair facility layout.		
Adequate lighting is required for the spray booth.		
Housekeeping, including the changing of filters and globes must be maintained.		
<b>MIXING ROOM</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A commercially available mixing room that complies with OHS legislation must be provided.		
The mixing room must have adequate extraction going outside the workshop.		
The mixing room must have a paint mixing bank.		
The mixing room must have a mixing scale.		
There must only be one complete paint system utilized by the repair facility.		
Adequate lighting is required for the paint mixing room		
Adequate and suitable spray guns must be available i.e. etch, top coat and touch-up guns.		
Suitable air fed respirators and overalls must be used by the spray painter.		
Suitable solvent gloves must be made available (Latex gloves).		
Housekeeping must be maintained, i.e. no over mixes or solvents to be stored in room, paint and waste products and empty tins not to be kept in this area.		
<b>POLISHING BAY</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Suitable polishing machines must be utilized.		
Adequate lighting is required in the polish bays.		
<b>WASH BAY</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A wash bay situated outside the repair facility workshop is acceptable.		
The wash bay must have a suitable drainage system with a grease trap.		
There must be a high pressure cleaner available.		
The wash bay must comply with any other local and municipal requirements.		
A suitable vacuum cleaner must be available.		
<b>COMPRESSORS</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
A suitable compressor capable of producing constant 9 BAR pressure to all areas of the workshop – size of compressor will be dependent on size of workshop.		
A refrigerated air dryer to be fitted next to or close to the compressor.		
A suitable back-up compressor and / or service agreement must be available.		
<b>WASTE MATERIAL AREA</b>	<b>FIRST AUDIT</b>	<b>FINAL AUDIT</b>
Dedicated area for the storage of waste material before disposal.		
Waste material area must be demarcated for different types of waste.		
Waste material to be removed on a regular basis.		
To be out of sight and not visible to customers.		
Waste management records are up to date. (Solids and Liquids)		