



# CRA BULLETIN

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## PRESENTATION OF YOUR PREMISES

As outlined in the CRA membership criteria, shop presentation standards are equally as important as your equipment.

Please find below the entire business presentation standards for your perusal.

The Membership Liaison Officers are endeavouring to visit all members conducting vehicle repairs throughout this coming year. Please be aware that if areas of presentation do not meet the CRA criteria for membership, you will receive written notification outlining areas of concern and a timeframe in order to rectify the situation before a re-inspection will take place. Failure to address these areas of concern may jeopardise your membership.

Our aim as an Association is to have all of our members maintaining the highest standards of business practice and courtesy in dealings with the public, suppliers and fellow members of the industry, so we can lead the collision repair industry into the future.



# **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 to be in good repair.
- ◆ Plant 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.

### **WASH AREA**

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

**FOR A STRUCTURAL REPAIR CENTRE** - In addition to the above shop presentation standards, the following is also required:

- ◆ The office must be separate from workshop.
- ◆ The front yard must be sealed (tar, concrete).
- ◆ The toilets must be clean 'for customer use'.
- ◆ On their staff at least one or a minimum of 20% (whichever is the higher) collision repair technicians who have passed a minimum of an I-Car welding qualification. This qualification is required to be completed within your first 12 months of membership and will be verified at your probationary period inspection.
- ◆ Attain the required points to complete the 'Continuing Compulsory Annual Retraining (C-CAR) Programme – schedule enclosed.

## ***REQUIRED EQUIPMENT LIST***

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

- ◆ Compressors, suitable and of adequate capacity for the work being carried out - it should be noted in a one man shop a unit of 10 cf capacity is probably necessary.
- ◆ Moisture extraction equipment, to support the amount of work being undertaken eg. moisture extraction off each air drop in shop.
- ◆ Spray guns, of suitable design and capacity to carry out the work being undertaken, on the basis of one gun per tradesperson. If more than one paint system is used eg. two-pack additional gun will be required.
- ◆ Tinting machine, and paint formulae manuals. A full paint tinting system carrying all tinters in manufacturer's systems range supported by formula books.
- ◆ 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 to comply with OSH regulations.
- ◆ Per shop - 1 x primer gun and 1 x putty gun.
- ◆ Adequate fire extinguishers.
- ◆ Workbench.
- ◆ Set of four car stands.
- ◆ Floor jack (1.5 tonne minimum).
- ◆ Heat lamps.
- ◆ Polishing buff.
- ◆ Mechanical and pneumatic sanders.
- ◆ Suitable rubbish containers.
- ◆ Set of computer protecting jumper leads.
- ◆ Adequate range of tinters to service the system in use.
- ◆ Workshop to present a professional image - suitable protective clothing.
- ◆ Property provisions in place for the disposal of waste thinners.

**FOR A STRUCTURAL REPAIR CENTRE** - In addition to the above equipment a spray booth is required which complies with OSH regulations.

## FOR A PANELBEATING CENTRE

- ◆ Adequate alignment equipment capable of undertaking non-structural realignment of under frame and unitised body vehicles.
- ◆ 1.5 metre straight edge.
- ◆ Square.
- ◆ 5 metre steel tape rule.
- ◆ 1 trammel.
- ◆ Floor jack (1.5 tonne minimum).
- ◆ Set of four car stands.
- ◆ Bench grinder.
- ◆ Workbench with suitable vice(s).
- ◆ Engine removal facility.
- ◆ Pop riveting tool.
- ◆ Slide hammer kit.
- ◆ Headlight aligning facility.
- ◆ Rustproofing gun.
- ◆ Creeper.
- ◆ Set computer protecting jumper leads.
- ◆ Vacuum cleaner equipment.
- ◆ Hand tools suitable for repair required.
- ◆ Lead lights or suitable lighting system.
- ◆ Minimum four tonne porta power kit.
- ◆ Adequate fire extinguishers.
- ◆ 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.
- ◆ Oxy-acetylene plant with cutting equipment.
- ◆ Disc sanders (large and small).
- ◆ Orbital sander.
- ◆ Power drill.
- ◆ Chisel / saw / abrasive cut-off wheel grinder / plasma cutter / clamping tools / pulling equipment - electric or pneumatic / body jack attachments.

### Scale of duplication:

- ◆ **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 A STRUCTURAL REPAIR CENTRE** - In addition to the above equipment a universal three dimensional measuring system is required and backed by appropriate 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).