GENERAL BUSINESS REQUIREMENTS
- In business for a minimum of five years, or verifiable credit rating and service history
- Garagekeepers liability insurance with a minimum of $1M policy limit
- General liability insurance
- Electronic procedure collision estimating system
- Local, state and federal government regulatory requirements

CUSTOMER HANDLING REQUIREMENTS
- Stated dress code for production and administrative personnel
- Alternate transportation with policies explained
- Forecast date for completion of repairs
- Ongoing communication with customers regarding repair status
- Detailed explanation of work completed on vehicle
- Contact customers within five days of vehicle redelivery
- Customer Satisfaction Survey process

FACILITY REQUIREMENTS
- Capacity to maintain 10-day key-to-key repair time
- Exterior of building is well-maintained
- Secure area for customer vehicles
- Professional outdoor signage with Company information
- Clearly designated parking for customers
- Clean/neat customer reception with sufficient seating
- Customer-only, well-maintained restrooms
- Wi-Fi® in customer reception area

WORKSHOP REQUIREMENTS
- Separate bay for estimates and final inspections with a vehicle lift that can raise 7,000 lbs. minimum
- Defined workshop bays
- Workspace lighting at a minimum of 750 lux
- Paint mixing room conforms to local, state and national requirements
- One downdraft or crossflow paint booth capable of low-bake operations
- Paint booth daylight-corrected lamps with a CRI of 86 or greater
- Workshop cleaned regularly and written process in place to monitor cleaning activity
- Collision Center check sheet to identify vehicle damage, mileage, etc.
- Portable equipment is stored in a secure area in workshop
- Available Material Safety Data Sheets (MSDS)
- Access to OE repair procedures with printing capabilities
- Defined and documented vehicle repair process
WARRANTY OF REPAIR
☐ Limited lifetime warranty for the repaired area of customer vehicles

COMMUNICATION AND INFORMATION TECHNOLOGY
☐ Ability to provide requested performance data explained in the FCCN Operating Standards
☐ Company-specific website

ESTIMATING SYSTEM AND EQUIPMENT SPECIFICATIONS
☐ Approved estimating system (CCC, Mitchell, Audatex)
☐ Diagnostic scan tool or sublet
☐ Parts orders through the authorized Ford dealership via OEC CollisionLink or OPSTRAX
☐ Approved OE paint systems (PPG, Axalta, BASF, AkzoNobel, Sherwin-Williams or Valspar)
☐ Frame rack/bench systems with anchoring and tooling
☐ Electronic 3D measuring system with printout, or dedicated fixture bench with documentation
☐ Equipment maintenance cycle

STEEL/FERROUS MATERIAL TECHNICAL REPAIR CAPABILITY
☐ 220-volt, three-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
☐ 220-volt MIG/MAG welder steel fusion
☐ Dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers and pulling attachments

ALUMINUM REPAIR REQUIREMENTS/NON-FERROUS
☐ Work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be separate room or curtain system, minimum of 450 sq. ft.