

APPENDIX B | BMW CCRC PROGRAM FACILITY REQUIREMENTS.



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FACILITY REQUIREMENTS

All areas of the facility that directly impact the BMW Customer must conform to the following guidelines.

1. CLIENT AREAS ARE CLEAN & PROFESSIONAL

- No BMW corporate identity should be displayed with the exception of the approved CCRC sign, technical/non-technical training awards and CCRC plaque
- Customer-facing reception area is free from garbage, dirt and debris
- No unfinished areas are visible to the customer including: loose wires, tools and/or parts stored within customer view
- Any visible estimator or administrator work areas need to be clean and well organized
- All furniture, counter tops and service areas for customers should be in excellent condition with no visible signs of wear or breakage

2. WORKSHOP AREAS ARE WELL MAINTAINED & ORDERLY

- Shop floors are swept and free from debris
- Individual work bays are separate and well defined. The minimum space around the work bays is 4'-11" (1.5m). It should be possible to open all doors completely
- Shared shop tools have assigned locations and are returned to their proper location when not in use
- There is a process in place to close off paint and paint prep area from the body repair area
- Parts from customer vehicles are stored separately in a defined area and not under or inside the vehicle

3. FACILITY HAS THE MEANS TO ISOLATE ALUMINUM REPAIRS

- The shop has a work bay with aluminum isolation curtains installed and ready for use
- The shop has a designated toolbox and tools within the aluminum isolation area designated for "Aluminum Work Only"
- The aluminum work area is clean and free from debris

4. WORKSHOP ADMINISTRATION

- Collision Center conforms to the latest in digital customer centricity: online appointment scheduling and photo estimating
- Management has an organizational chart for the bodywork and paintwork department
- Management can display how they regularly carry out capacity planning
- Collision Center uses an automated Body Shop Management System
- Collision Center has a website customers can access
- Collision Center has a telephone number that can handle customer call volume and store messages
- Service Partner has a 24 hour drop-off for vehicles involved in accidents

5. CUSTOMER HANDLING

- When the customer is on-site, the service estimations are provided at the vehicle in the presence of the customer
- Center ensures that both the inside and outside of a repaired vehicle are cleaned
- A complete explanation of work performed and charges are reviewed with the customer upon vehicle re-delivery

6. COMPUTER SYSTEM REQUIREMENTS

All CCRCs must have a computer system with high-speed Internet service capable of accessing Dealerspeed for the specific use of ISIS/ISTA, KSD, EPC, AIR. BMW NA recommends that computer terminals be located in the front office and in the collision repair facility in close proximity to the technicians' work stalls.

7. MANAGEMENT SYSTEM REQUIREMENTS

The CCRC management system must include the following:

- Opt-in to the current data reporting platform which sends BMW NA the Collision Center's specific KPI and CSI data on BMW vehicle repairs
- Use of an electronic estimating system
- Accurate record keeping and analysis of all estimates
- Maintenance of accurate vehicle and customer history records
- Utilize processes to keep customer facing staff informed of anticipated vehicle delivery date
- Utilize defined procedures for handling the vehicles with client-owned items left in or on the vehicle and for the storage of the vehicles
- Utilize defined procedures for vehicle delivery
- Monitor extended rental vehicle usage and analysis for reasons of why alternative transportation may be needed (i.e. parts delay, waiting for insurance authorization, etc.)
- Regular time analysis of productive work done
- Process to evaluate the root cause of any re-work necessary and to take corrective action