

Evaluations Summary

THE BUSINESS	POINT TO CONFIRM	CRITERIA
Building <i>(Reception area, Workshop area, parking area)</i>	Does the garage have Roof at service stalls?	1. Service stall/work space is covered by Roof
	Security	2. Security wall .e.t.c
Floor Pavement	Is the floor on service stalls/work space in the garage is paved?	1. Whether the service stall/work space is paved by concrete or any hard material
Lift / Underground Pit	Does the garage have a lift / underground pit?	1. Availability of at least one lift or underground pit
Parts Storage Space	Does the garage have storage space for fast moving parts	1. Availability of parts storage space, Parts racks , Process Boards
"Capability of Maintenance & Light repairs"	Is the garage able to implement periodical maintenance and light repairs with basic hand tools?	1. Whether the garage can implement periodical maintenance and light repairs (Refer attached list "Apx- 1. Service Menu")
		2. Availability of basic hand tools to implement above service job (Dist service PIC to decide) *Example: Apx- 2. Ref_Tools&Equipment
		3. Availability of Service data sheets for all Models in the Market
"Vehicle Info <i>(Vehicle model, model year, registration number)"</i>	As a result of appointment process, is the vehicle model, model year and registration number available in the system or related paper documents?	1. Availability of required information in the system or paper documents
"Service History Management <i>(Including confirmation of application for SSC/SC from Distributor record)"</i>	As a result of appointment process, is the vehicle service history, including the existence of unapplied SSC/SC campaigns, available in the system or related paper documents?	1. Availability of required information in the system or paper documents
Reports	Reports required by Distributor	1. KPI report (Through put / month / Parts Purchases)
		2. List fo all Chassis numbers and vehicle models serviced

Evaluations Summary Continued

Parts Quality Control	Is the garage not using imitation/counterfeit parts?	1. Imitation/counterfeit parts is Not used for service
4S and Safety	Are workshop and parts areas kept clean?	1. Whether periodical cleaning/sweeping is implemented on workshop and parts related area to ensure safety
		2. Availability of uniform for technicians and basic PPE(Personal Protect Equipment: Glove etc.)
		3. Are there proper restrooms for all (Customers, staff) are they kept clean?
Staff Training	Check what the level of aftersales staff at Team Toyota , Does the garage have a training plan or intension for all after sales staff and a history record for training for the garage staff?	1. Availability of staff training plan or intention by garage owner
		2. Training record by Toyota Dist. and or Toyota Authorized Facility For Service Advisor (E.g. Toyota Academy/TASS/CFao motors/TAMK etc.)
		3. Training record by Toyota Dist. and or Toyota Authorized Facility For Mechanics, (E.g. oyota Academy/TASS/CFao motors /TAMK etc.)
Staff Uniform	How do a customer differentiate Customer staff?	1. Do all customer service staff have unifirm?
Registration	Is the garage registered as a business facility and paying Tax?	1. Whether the garage is registered as business facility by government and paying tax correctly.
Bank Account	Does the garage have bank account for the business transaction?	2. Availability of bank account for usual business transaction
Hazardous Waste	Does the garage have a hazardous waste management system which complies with the local governmental regulations?	1. Compliance with local governmental regulations
		2. in Tema Toyota Garages that repair aircondition systems how to they store recovered contaminated gas
Wastewater Treatment	Does the garage have a wastewater treatment system which complies with the local governmental regulations?	1. Compliance with local governmental regulations how often do they check the oil water separator