



ZF [pro]Service Access Criteria. Checklist.

	Category	Criteria	Definition	
1.	Workshop profile	Workshop layout and facility	Is the workshop able to carry out maintenance and repair under one commercial vehicle indoors and is there one parking space outside?	✓
2.		Workshop appearance	Are the premises (building and workshop) in good condition both inside and outside? Do they make a good impression and is the workshop clean and organized?	✓
3.		Standard Tools	Is necessary standard tooling available and in good condition? Is it stored in an orderly manner?	✓
4.		IT infrastructure	Does IT infrastructure and internet access allow the exchange of electronic data, files, protocols and the management of System Diagnostics?	✓
5.		Availability of spare parts	Are fast moving products that are needed for emergency repairs available – either on-site or from suppliers within 24 hours?	✓
6.		Location	Is the workshop located close to a major transportation route or a strategic customer, e.g. fleets?	✓
7.	Go2market	Customer reception	Is a Service desk and customer waiting area available and in a clean and presentable condition?	✓
8.		Customer service	Does the workshop have the capability to send a technical Field Rep to customers for failure detection or for service repair during workshop/office hours?	✓
9.		Market reputation	Is the workshop well respected in the market and considered a knowledgeable place where qualified and skilled mechanics carry out highly qualified repairs and maintenance services to commercial vehicles?	✓
10.		Development potential	Does the workshop have the capability to actively promote its services and other specific product campaigns and/or the capability to expand its services in relation to the ZF [pro]Service portfolio through additional premises, equipment and knowledge?	✓
11.	Workshop organization	Quality certification	Is a continuous improvement process in place or is the customer satisfaction measured and documented?	✓
12.		Health and safety	Is the workshop well organized (layout and procedures) to provide adequate safety conditions for mechanics, other employees and customers according to applicable local standards and laws?	✓
13.		Environmental policy	Does the workshop have a waste disposal process in place and are lubricants and operating fluids handled with care and recycled according to applicable laws/local environmental regulations?	✓