

COLLISION AND REPAIR REFINISHING DACUM

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DACUM Skill Rating Scale

- 1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 3 - Can perform this skill competently without assistance or supervision.
- 2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
- 4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

ANALYZE A VEHICLE
A

Identify type of vehicle (year, make, model) A1	Clean vehicle for inspection A2	Consult with customer A3	Inspect for damage A4	Create a workplan A5	Prepare estimate A6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Determine viability of repair A7	Prepare vehicle for transportation A8	Transport vehicle A9			
1 2 3 4	1 2 3 4	1 2 3 4			

ESTIMATE DAMAGE
B

Estimate repair requirements B1	Set timelines B2	Compare replacement and repair costs B3	Determine availability of replacement parts B4	Disassemble damaged parts B5	Document with photographs B6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Prepare a written estimate B7	Acquire customer approval for repairs B8	Perform temporary repairs B9			
1 2 3 4	1 2 3 4	1 2 3 4			

PREPARE VEHICLE FOR REPAIRS
C

Order parts C1	Select appropriate tools and equipment C2	Dismantle vehicle C3	Revise estimate C4	Organize sublet repairs C5	Organize parts C6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Fasten vehicle to frame C7					
1 2 3 4					

PERFORM VEHICLE DETAILING
D

Perform exterior cleaning D1	Perform interior cleaning D2	Perform vacuuming procedures D3	Perform spot removal D4	Reset vehicle option controls D5	Perform glass cleaning procedures D6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

PERFORM A VARIETY OF REPAIR PROCEDURES
E

Perform mechanical repairs E1	Perform frame repairs E2	Perform various measurements and calibrations E3	Perform remove and install procedures E4	Replace damaged components E5	Align parts for repair procedures E6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Perform suspension repairs E7	Perform electronic repairs E8	Perform composite repairs E9	Perform welding procedures E10	Perform interior repairs E11	Perform SRS repairs E12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply corrosion protection and undercoating E13	Perform wheel alignments E14	Perform glass repair E15	Perform rust repairs E16	Perform sheet metal repairs E17	Perform plastics repairs E18
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Perform electrical repairs E19	Perform bonding procedures E20	Perform final assembly E21	Apply decals, striping and graphics E22	Perform paintless dent removal E23	Apply tire and wheel replacement procedures E24
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

REFINISH VEHICLE
F

Wash vehicle for refinishing F1	Identify substrate F2	Perform sanding procedures F3	Utilize masking procedures F4	Apply primer F5	Use final sanding techniques F6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Identify paint codes and variants F7	Mix paint F8	Prepare inside (inner) replacement part F9	Prepare area for paint blends F10	Prepare spray equipment F11	Prepare vehicle for paint application F12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Follow manufacturers' application procedures F13	Apply top coat F14	Utilize appropriate drying procedures F15	Apply polishing procedures F16		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

APPLY COMMUNICATION SKILLS
G

Use e-mail G1	Prepare various documents G2	Use fax and telephone G3	Use digital cameras G4	Read (manuals, etc.) G5	Participate in meetings G6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Advocate on behalf of client G7	Demonstrate verbal and non-verbal communication skills G8	Demonstrate active listening skills G9	Demonstrate empathy G10	Write instructions (documents and on parts/vehicle) G11	Use industry specific software G12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply industry specific research skills G13	Interpret trade terminology G14				
1 2 3 4	1 2 3 4				

EMPLOY SAFE WORK PRACTICES
H

Use protective equipment H1	Follow safe working procedures H2	Locate MSDS sheets H3	Apply government codes and regulations H4	Apply organizational regulations H5	Acquire fork lift certification H6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply WHMIS H7	Maintain clean work environment H8	Follow vehicle safety procedures H9	Perform maintenance checks H10	Follow manufacturer's safety procedures re: tools and equipment H11	Acquire first aid training H12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Dispose of hazardous waste as required H13	Complete accident reports H14	Assess surroundings for risk H15	Use safe storage procedures H16	Prepare an evacuation plan H17	Follow evacuation procedures H18
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Analyze products for compatibility H19					
1 2 3 4					

APPLY PROFESSIONAL SKILLS
I

Maintain currency within field I1	Maintain certification/ qualifications I2	Build professional relationships I3	Acquire advanced training I4	Demonstrate a professional attitude I5	Maintain membership in trade organizations I6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Relate to others professionally at various levels I7	Demonstrate respect for others I8	Demonstrate pride in own work I9	Demonstrate integrity I10	Represent employer/ employee in a positive way I11	Maintain hygiene and appearance I12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply basic math skills I13					
1 2 3 4					

USE A VARIETY OF TOOLS AND EQUIPMENT
J

Use a variety of hand tools J1	Use spray equipment J2	Use structural repair equipment J3	Use welding equipment J4	Use air tools J5	Use electric tools J6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use lifting equipment J7	Use diagnostic equipment J8	Use measuring equipment J9	Use recycling equipment J10	Use air conditioning recovery equipment J11	Use housekeeping equipment J12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use curing and drying equipment J13	Use headlight aiming equipment J14	Use specialty hydraulic equipment J15	Operate fork lift J16	Use office equipment J17	Use cleaning equipment (pressure washers, spray guns etc.) J18
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use sand blasting equipment J19	Use cutting equipment J20	Maintain equipment as required J21	Use wheel alignment equipment J22		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

MANAGE TIME
K

Work within timelines K1	Delegate responsibilities K2	Communicate organizational expectations K3	Prepare work schedule K4	Follow work schedules K5	Prioritize work/work flow K6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate punctuality K7	Maintain job focus K8	Negotiate with co-workers for use of equipment or facility K9			
1 2 3 4	1 2 3 4	1 2 3 4			

CONDUCT QUALITY CONTROL
L

Perform final inspection L1	Perform road test L2	Adhere to quality standards of the organization L3	Manage inventory L4	Check trouble codes L5	Check fluids L6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Conduct customer surveys L7	Advise customer on how to maintain repaired area L8	Maintain records L9			
1 2 3 4	1 2 3 4	1 2 3 4			