Chapter 1 · · · · VDQI Promotion
- OPERATIONS GUIDE
  (Including "Check Sheet for Improvement of Vehicle Delivery Process")
- GOOD IMPROVEMENT EXAMPLES
- EFFECTIVE USE OF IQS RESULTS

Chapter 2 · · · · Common Requirement
- GUIDELINES FOR WORKING WEAR

Chapter 3 · · · · Vehicle Transport
- NEW VEHICLE TRANSPORT OPERATIONS MANUAL
- NEW VEHICLE TRANSPORT – DRIVING MANUAL

Chapter 4 · · · · Vehicle Receipt
- VEHICLE RECEIVING INSPECTION PROCEDURE

Chapter 5 · · · · Vehicle Storage
- GUIDELINES FOR VEHICLE STORAGE
- MAINTENANCE PROCEDURES FOR STORED VEHICLES

Chapter 6 · · · · PDI/PDS (Pre-Delivery Inspection/Pre-Delivery Service)
- LEXUS PRE-DELIVERY SERVICE MANUAL
- TOYOTA PRE-DELIVERY SERVICE MANUAL

Chapter 7 · · · · PPO/DIO (Post Production Operations/Dealer Installed Option)
- PPO/DIO OPERATIONS MANUAL

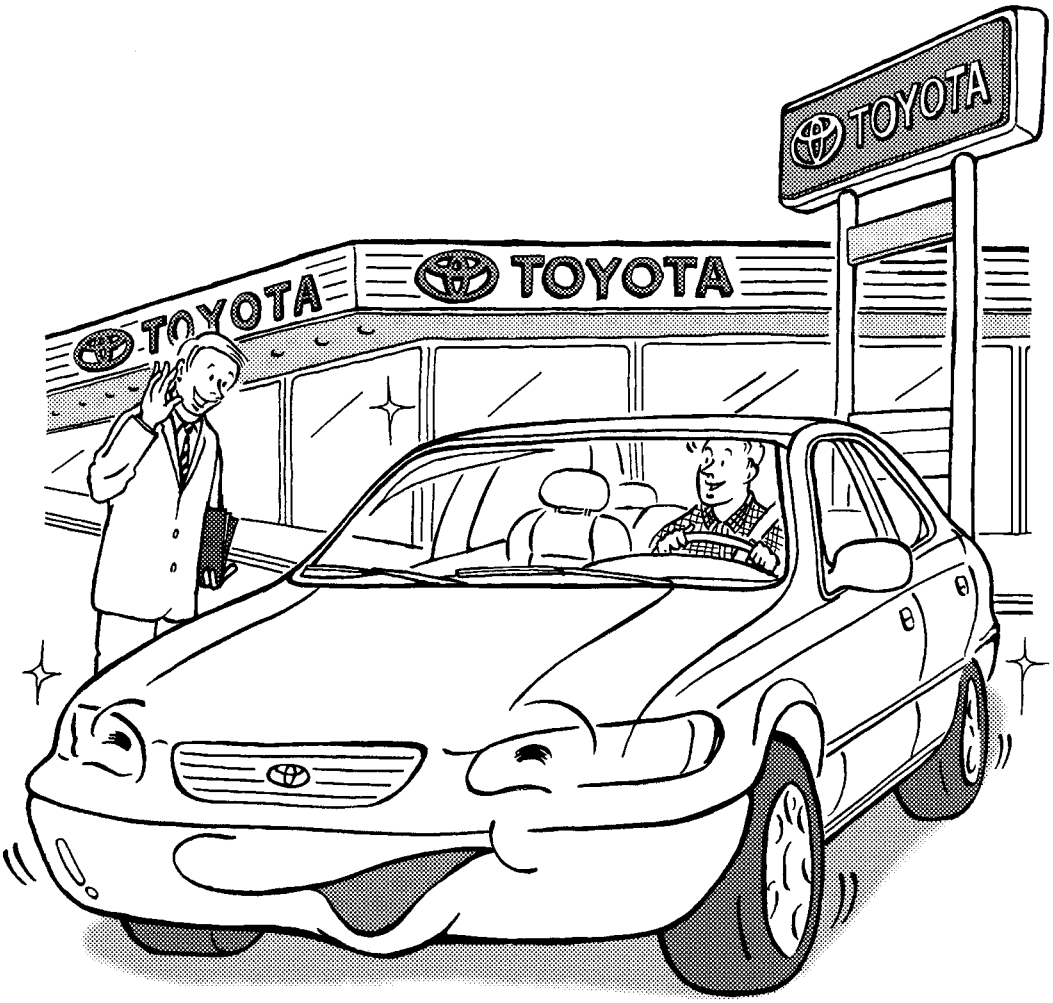
Chapter 8 · · · · Washing and Cleaning
- NEW VEHICLE WASHING AND CLEANING PROCEDURES

Chapter 9 · · · · Delivery to Customer
- VEHICLE DELIVERY INSPECTION PROCEDURE

TOYOTA

Vehicle Delivery Quality Improvement

OPERATIONS GUIDE



TOYOTA MOTOR CORPORATION

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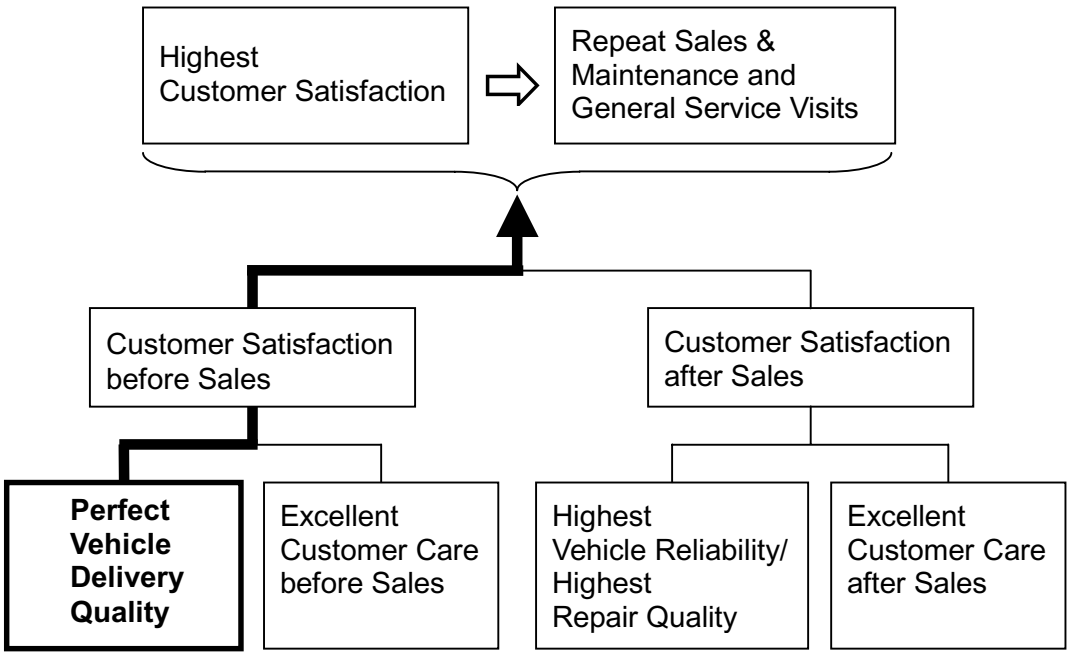
I. OBJECTIVE

Why We Implement VDQI

When the customers receive the new vehicles, their first impressions of the vehicle determine their satisfaction levels in terms of vehicle quality. Furthermore, this satisfaction level has a large effect on the operation of the dealership in the form of periodic maintenance and other service visits, as well as in repeat sales of new vehicles. Therefore, it is extremely important to give customers good first impressions on their new vehicles. We need to provide customers with perfect quality vehicles in order to give customers good first impressions.

Consequently we promote VDQI activities so that perfect quality vehicles are delivered to customers.



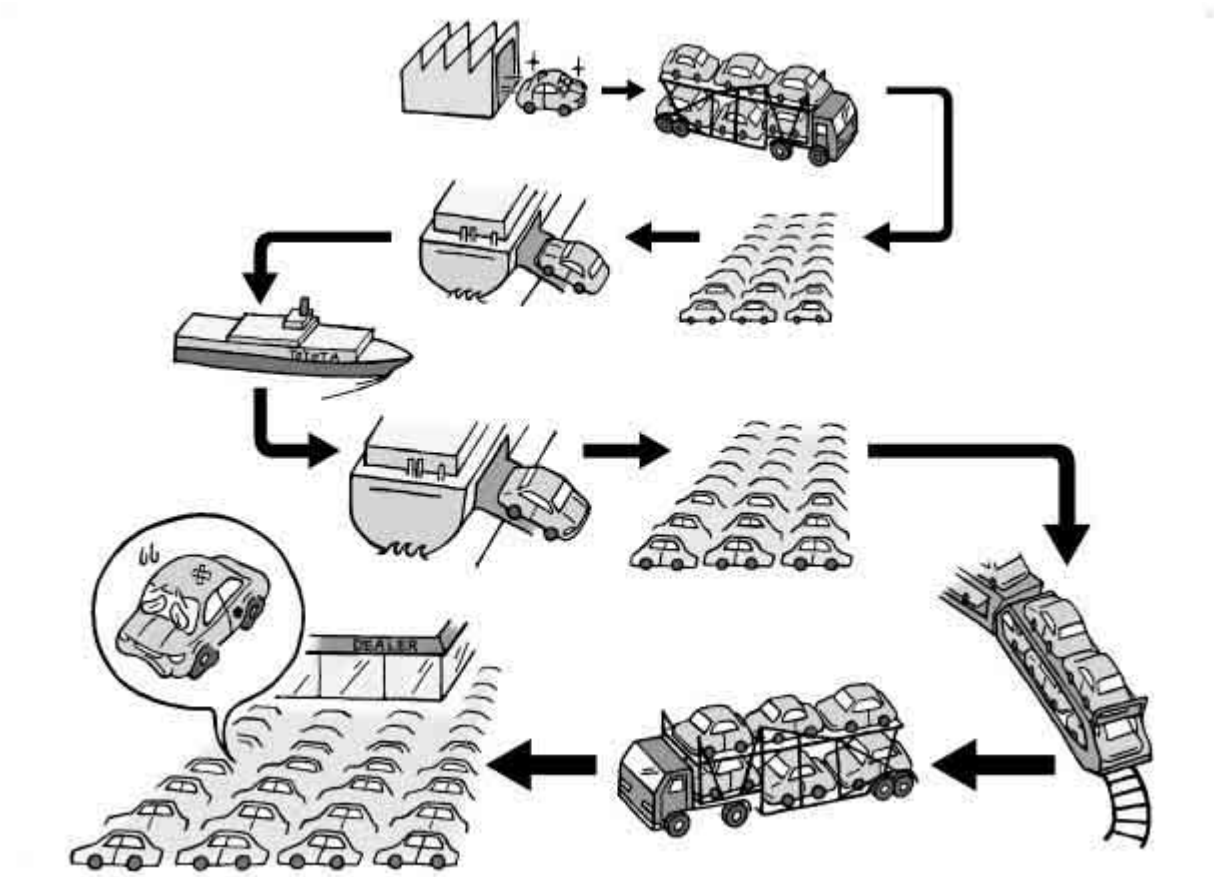
II. OUTLINE OF VDQI ACTIVITIES

To provide customers with the "Perfect Vehicle Delivery Quality".

New vehicles are transported from the assembly plant via various means including ship, train and trailer and arrive at your dealership after a long voyage. Then the vehicles are stored or displayed at the dealership for a certain period until a sales contract is signed and they are delivered to customers. During this period, there are some vehicles which optional accessories are installed on.

In this way, new vehicles are handled by a lot of people in each delivery process from the time the vehicles leave the plant until they are delivered to customers.

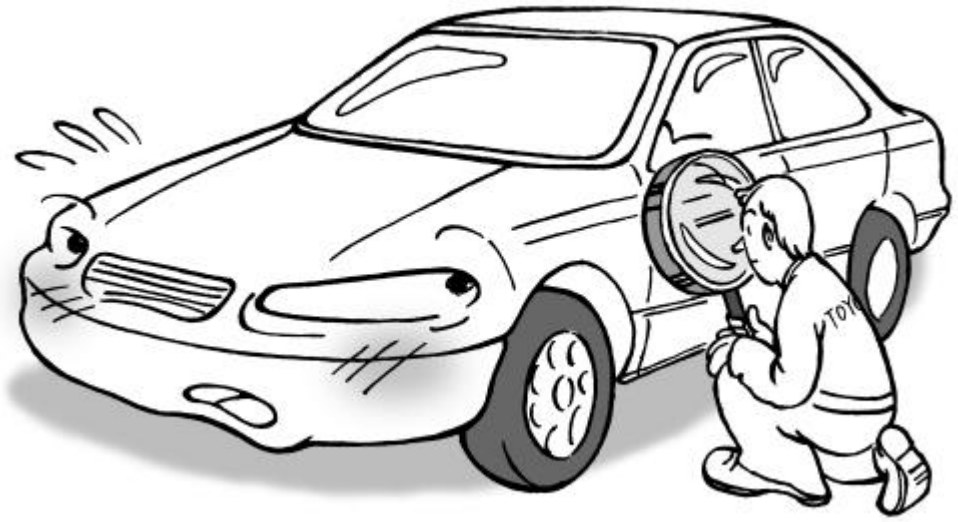
As a result, a slight deterioration in quality, including scratch, dent and malfunction of electrical accessories, or soiling may occur.



Therefore, in order to deliver new vehicles to customers in perfect condition, the following two items must be carried out in the processes.

① Prevention of Deterioration and Damage

② Thorough Inspections and Repairs



Especially if "② Thorough Inspections and Repairs" are thoroughly carried out, not only deterioration and damage but also the problems not detected at the final inspection in the assembly plant are prevented from flowing to customers.

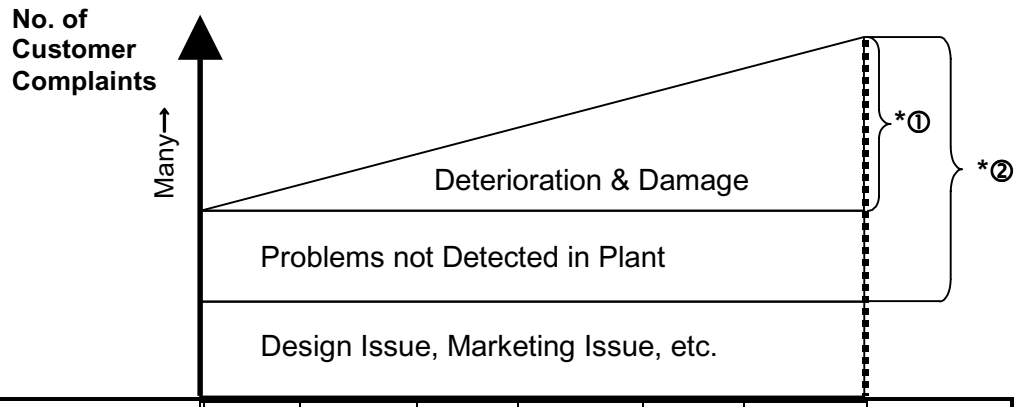
1. Aim of VDQI Activities

The primary aim of VDQI activities is to eliminate the following two characterized problems.

*①: Problems which can be eliminated by **"Prevention of Deterioration and Damage"** in each delivery process.

*②: Problems which can be eliminated by **"Thorough Inspections and Repairs"** in each delivery process.

Customer complaints are classified into three types: "Deterioration & Damage", "Problems not Detected in Plant" and "Design Issue, Marketing Issue, etc." as shown in the following chart. "Deterioration & Damage" increase as the vehicle delivery process progresses.



Plant ⇨	Trailer	Loading Port	Vessel	Unloading Port (Dist.)	Trailer/ Train	Sales Outlets (Dealers)	Customers ⇨
Transport	Transfer	Receiving Inspection/ Repair/ Vehicle Storage	Shipping	Receiving Inspection/ Repair/ Vehicle Storage	Transfer	---	
★1 PPO/DIO	---	---	---	★1 PPO/ Inspection/ Repair	---	★1 DIO/ Inspection/ Repair	
Preparation for Delivery to Customer	---	---	---	★2 PDI/ Repair	---	Receiving Inspection/ ★2 PDS/ Repair	
	---	---	---	---	---	Vehicle Storage/ Delivery Inspection/ Repair	
Responsibility of Activity	TMC			Distributor			

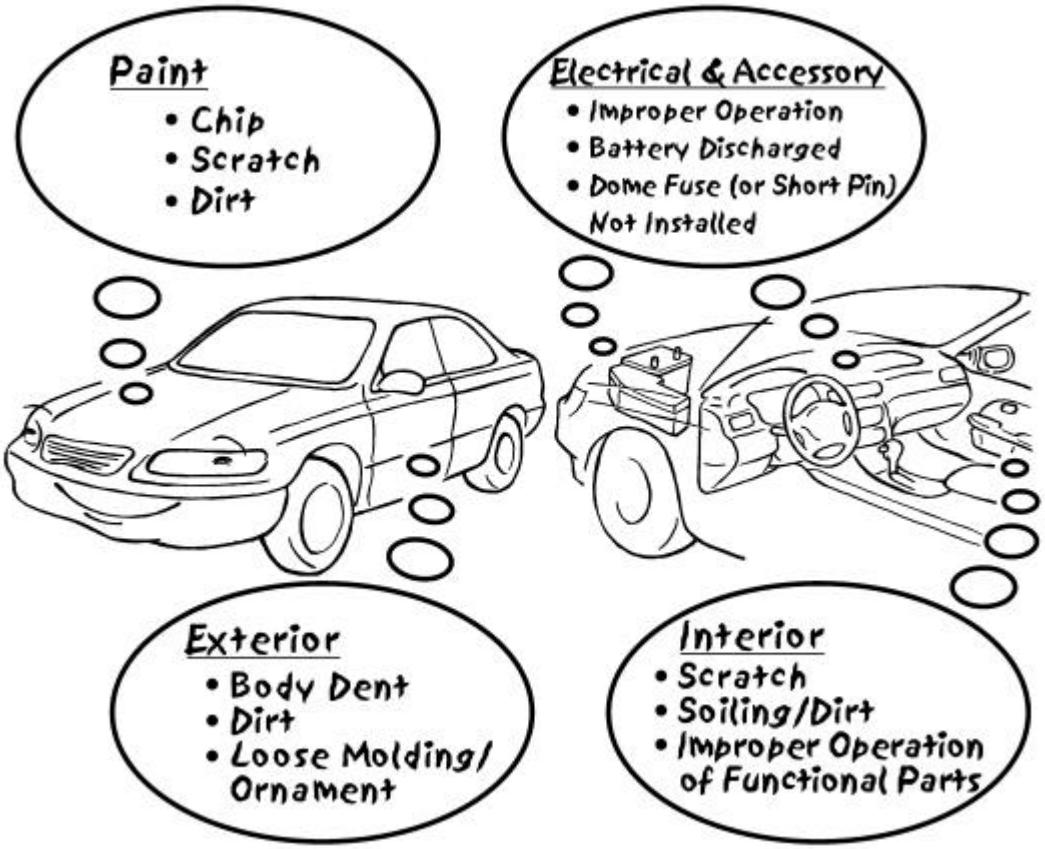
★1
PPO: Post Production Operations
DIO : Dealer Installed Option

★2
PDI: Pre-Delivery Inspection
PDS: Pre-Delivery Service

2. Main Improvement Items Targeted for VDQI Activities

The following four items are mainly targeted for the activities:

① Paint : Chip, Scratch, Dirt
② Exterior : Body Dent, Dirt, Loose Molding/Ornament
③ Interior : Scratch, Soiling/Dirt, Improper Operation of Functional Parts
④ Electrical & Accessory : Improper Operation, Battery Discharged, Dome Fuse (or Short Pin) Not Installed



These items are easy to prevent from increasing by proper maintenance, careful vehicle handling and equipment improvement in facilities and are easy to detect and repair in each inspection process.

If problems are detected, no matter how minor, they must be accurately repaired right away and recheck of problem portions must be carried out after repair. And the detected problems must be fed back to responsible process to prevent from recurring.

3. Implementation Item in Each Process

This is to help you to image VDQI activities by showing the concrete examples. Please refer to each support material for details.

[Vehicle Transport]

- Be sure to take proper care in the handling of vehicles to prevent logistics damage of vehicle exterior and interior such as scratches, dents, rust, stains, parts missing, etc.

  For details refer to the following.

  · ***"NEW VEHICLE TRANSPORT OPERATIONS MANUAL"***

  · ***"NEW VEHICLE TRANSPORT - DRIVING MANUAL"***

The following are mainly about operations of each process in dealership.
VDQI activities are related to many departments/persons in dealership. If the departments/ persons that are responsible for operations in each process are not clearly appointed, some basic regulations or guidelines will not be observed. So please get dealership to determine the responsible departments/persons for operations in each process.

[Vehicle Receipt]

- Inspect exterior and interior equipment, accessories and underfloor components for scratches or other damage, make sure that they are not missing, and repair as needed.

  For details refer to the ***"VEHICLE RECEIVING INSPECTION PROCEDURE"***.

[Vehicle Storage]

- Maintain a vehicle storage area to prevent scratches and dents during vehicle handling.
- Provide adequate maintenance of stored vehicles to prevent damage to the body from fallout and to prevent vehicle batteries from discharging.

  For details refer to the following.

  · ***"GUIDELINES FOR VEHICLE STORAGE"***

  · ***"MAINTENACE PROCEDURES FOR STORED VEHICLES"***

[PDI/PDS (Pre-Delivery Inspection/Pre-Delivery Service)]

- Perform PDS according to inspection guides or check sheets and make corrections as needed. Also improve the fault detection capability in terms of customer information.

For details refer to the following.

- ***"LEXUS PRE-DELIVERY SERVICE MANUAL"***
- ***"TOYOTA PRE-DELIVERY SERVICE MANUAL"***

[PPO/DIO (Post Production Operations/Dealer Installed Option)]

- Prevent damage (scratches, malfunction, etc.) to the vehicle during the installation of accessories, carry out an accurate inspection of the installed accessories as well as their surrounding components, and repair as needed.

For details refer to the ***"PPO/DIO OPERATIONS MANUAL"***.

[Repair]

- If any malfunctions have been found during these inspections, they must be positively repaired (scratches, dirt, or malfunctions of the exterior and interior equipment and paint) before the vehicles are delivered to the customers.
- Provide appropriate training to the dealer technicians to enable them to do light paint damage repairs (such as buffing). Make sure that the damage is repaired whenever needed.

[Delivery to Customer]

(Preparation for Delivery to Customer Including Washing and Cleaning of the Vehicle)

- Wash and clean both the vehicle exterior and interior.
- Inspect the vehicle immediately prior to the delivery to make sure that the paint, exterior and interior, battery, and fuses are in order.
- Demonstrate on-vehicle features and controls as well as how to operate the audio system to the new vehicle owner.

For details refer to the following.

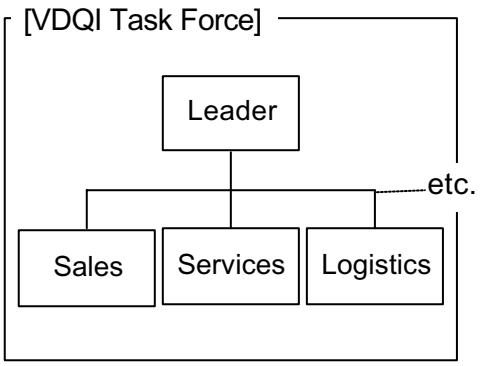
- ***"NEW VEHICLE WASHING AND CLEANING PROCEDURES"***
- ***"VEHICLE DELIVERY INSPECTION PROCEDURE"***

III. HOW TO PROCEED VDQI ACTIVITIES

1. Distributor's VDQI Task Force

It is needed to develop the appropriate organization in order to effectively carry out your VDQI activities, because these activities require mutual cooperation between departments concerned.

(1) Set up distributor's VDQI task force under the control of distributor's top management, assigning persons from each department concerned in VDQI activities, such as department in charge of Transport, PPO/DIO and Delivery to Customer (Sales and Service), etc.



(2) Hold regular meetings for the members of VDQI task force to follow up the progress of their activities. And also hold meetings between VDQI task force and distributor's top management to report and decide the policy.

2. Drawing Up of Distributor's Action Plan

Draw up the action plan containing achievement target* every year on the basis of the present status to promote VDQI activities systematically.

* Achievement target should be set up by using index you can confirm the activity effectiveness quantitatively.

3. Promoting Improvements of Delivery Processes

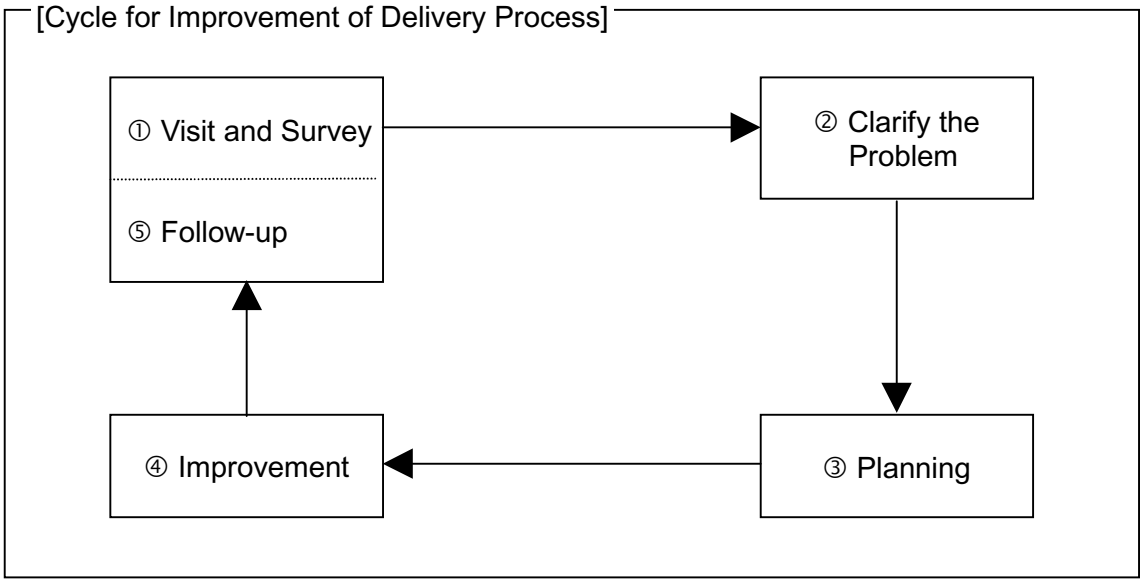
To achieve perfect vehicle delivery quality, conduct surveys and consultations on the delivery process, operation and environment in all facilities which new vehicles pass through until they are delivered to customers from the points of damage prevention and thorough inspections and repairs.

(1) Assigning Persons to Consultation

Assign persons to consultation (consultants) and fully train them using TMC recommended manuals listed at the end of this manual to be capable of judging and suggesting what conditions need to be improved and how to improve them.

(2) Procedure for Promoting Improvements of Delivery Processes

Promote improvements of each delivery process by the distributor's consultants and facilities concerned representatives according to the following cycle and repeat the cycle until the conditions are improved.



① Visit and Survey

- Visit the facilities and survey their delivery processes and operations with the facilities concerned representative using check sheet for improvement of vehicle delivery process. For the check sheet, refer to the end of this manual.

② Clarify the Problem

- The distributor's consultant and facilities concerned representative clarify the conditions to be improved that were detected during the survey, and write them down in the check sheet or a notebook.

③ Planning

- Make improvement plan for each condition which needs to be improved by the facilities concerned representative based on the suggestions of the distributor's consultant, and put them in a notebook.
  Note: The distributor's consultant keeps a copy of the notebook.

④ Improvement

- The facilities concerned representative make improvements according to the improvement plans in a notebook.

⑤ Follow-up

- The distributor's consultant regularly visits each facility, and follows up the progress of improvements.

- If improvements have been made but they are still not satisfactory, the distributor's consultant advises the facilities concerned representative again.

⑥ Reporting

- The distributor's consultant reports the survey results, improvement plans and the follow-up results of each facility to the VDQI task force.

- The VDQI task force compiles summary reports for the progress of improvements based on the reports from consultants, and provides them to the distributor's top management.

4. Operation Standardization of Each Process

(1) Provide the managers of each delivery process with the TMC recommended manuals listed at the end of this manual in order to provide workers/technicians with in-facility training by their managers.

(2) Introduce the education programs on damage prevention, PDS, paint repair, etc. into the distributor's training courses.

5. Making Good Use of Existing Quality Information/Data System in VDQI Activities

The available information/data such as NVSDS-IQS, PDS Results, Initial Claim Data, etc. can be used as follows:

① Confirming effectiveness of VDQI activities
② Identifying priority improvement items in VDQI activities
③ Identifying poor performance dealers in VDQI activities

Finding out the above items ① ② and ③ by analyzing the information/data, you can implement good consultation to each process in each facility.

6. Motivation for VDQI Activities

To promote VDQI activities aggressively and continually, motivate all principals and managers of each delivery process at the facilities (port/distribution center, transport company and dealer) by familiarizing them with the importance of the activities.

<Examples of Motivation>

- The distributor's top management requests the top management of all facilities to continue their VDQI activities by making presentation at meetings and others.

APPENDIX

TMC Recommended Support Material List

[LEAFLET]

- GUIDELINES FOR WORKING WEAR
- VEHICLE RECEIVING INSPECTION PROCEDURE
- GUIDELINES FOR VEHICLE STORAGE
- VEHICLE DELIVERY INSPECTION PROCEDURE

[MANUAL]

- NEW VEHICLE TRANSPORT OPERATIONS MANUAL
- NEW VEHICLE TRANSPORT – DRIVING MANUAL
- MAINTENANCE PROCEDURES FOR STORED VEHICLES
- LEXUS PRE-DELIVERY SERVICE MANUAL
- TOYOTA PRE-DELIVERY SERVICE MANUAL
- PPO/DIO OPERATIONS MANUAL
- NEW VEHICLE WASHING AND CLEANING PROCEDURES
- EFFECTIVE USE OF IQS RESULTS

[POSTER]

- VDQI POSTER NO. 1 (For NEW VEHICLE HANDLING)
- VDQI POSTER NO. 2 (For MAINTENANCE FOR STORED VEHICLES)
- VDQI POSTER NO. 3 (For PRE-DELIVERY SERVICE)

Check Sheet for Improvement of Vehicle Delivery Process

This is an example of check sheet for the improvement of vehicle delivery process in facilities. When distributor's consultants survey the delivery processes and operations with the facilities representative concerned, please refer to the check sheets below.

There are one check sheet listing a minimum of check items in all delivery processes in brief and seven check sheets listing check items in each delivery process in detail. Please use the check sheet which is convenient to you.

[How To Fill In the Forms]

- If conditions which need to be improved during survey are found, tick the box (☑) of the applicable check items and write down the details of the conditions in the column as follows:

<For example>

Check Sheet for All Processes

Facility Name:	Facility Representative:	Consultant:	Date:

	Items	OK	NG	Detail
Items common to All Processes	• Clothes, shoes and hands kept clean?	☐	☐	
	• Things which are likely to cause scratches worn? (e.g., key chain, rings, exposed belt buckles, etc.)	☐	☑	· Put tools in pocket.
	• Doing things that are likely to cause body damage? (e.g., putting foot, tools and parts on the body, etc.)	☐	☐	
Transport (☐: Vessel, ☐: Railcar, ☐: Trailer, ☐: Driving)	• Proper damage prevention in transit? (e.g., using protective covers, clean gloves, etc.)	☐	☐	
	• Proper tie down performed? (e.g., correct tie-down point, secure lashing, etc.)	☐	☑	· Using incorrect tie down point.
	• Proper operations performed for vehicle? (e.g., correct T/M & PKB position, windows closed, etc.)	☐	☐	
	• Bumper/door contact with gangplank/struts, etc. when loading, unloading and door opened, etc.?	☐	☑	· Bumper contact with gangplank.
	• Railcar/trailer struts provided with sufficient protector to avoid door damage when door contact occurs?	☐	☐	
	• Sufficient vehicle receiving inspection performed at Distribution center/Dealers after transport?	☐	☑	· Lack of inspection items (outer panel only).
	• Transport operations manual and training provided?	☐	☑	· No manuals
	• Others			
Vehicle Storage	• Parked vehicle in contact with bumper or other things?	☐	☐	
	• Vehicle parked with sufficient space? (between doors: 0.75 m, between bumpers: 0.4 m)	☐	☑	· Clearance between bumpers is short (0.1 m).
	• Proper operations performed for stored vehicles? (e.g., IG s/w off position, windows closed, etc.)	☐	☑	· T/M gear N.
	• Sufficient maintenance performed for stored vehicles? (e.g., battery, body paint, tire, etc.)	☐	☑	· No maintenance.
	• Storage yard paved?	☐	☐	
	• Good environment provided for stored vehicles? (e.g., not parked under tree, etc.)	☐	☐	
	• Manual for stored vehicles and training provided?	☐	☑	· No manuals.
	• Others			

Check Sheet for All Processes

Facility Name:	Facility Representative:	Consultant:	Date:

	Items	OK	NG	Detail
Items common to All Processes	• Clothes, shoes and hands kept clean?	☐	☐	
	• Things which are likely to cause scratches worn? (e.g., key chain, rings, exposed belt buckles, etc.)	☐	☐	
	• Doing things that are likely to cause body damage? (e.g., putting foot, tools and parts on the body, etc.)	☐	☐	
Transport (☐: Vessel, ☐: Railcar, ☐: Trailer, ☐: Driving)	• Proper damage prevention in transit? (e.g., using protective covers, clean gloves, etc.)	☐	☐	
	• Proper tie down performed? (e.g., correct tie-down point, secure lashing, etc.)	☐	☐	
	• Proper operations performed for vehicle? (e.g., correct T/M & PKB position, windows closed, etc.)	☐	☐	
	• Bumper/door contact with gangplank/struts, etc. when loading, unloading and door opened, etc.?	☐	☐	
	• Railcar/trailer struts provided with sufficient protector to avoid door damage when door contact occurs?	☐	☐	
	• Sufficient receipt inspection performed at Distribution center/Dealers after transport?	☐	☐	
	• Transport operations manual and training provided?	☐	☐	
	• Others			
Vehicle Storage	• Parked vehicle in contact with bumper or other things?	☐	☐	
	• Vehicle parked with sufficient space? (between doors: 0.75 m, between bumpers: 0.4 m)	☐	☐	
	• Proper operations performed for stored vehicles? (e.g., IG s/w off position, windows closed, etc.)	☐	☐	
	• Sufficient maintenance performed for stored vehicles? (e.g., battery, body paint, tire, etc.)	☐	☐	
	• Storage yard paved?	☐	☐	
	• Good environment provided for stored vehicles? (e.g., not parked under tree, etc.)	☐	☐	
	• Manual for stored vehicles and training provided?	☐	☐	
	• Others			
PPO/DIO	• Proper damage prevention during installation? (e.g., using protective covers, washing vehicle before installation, battery negative terminal disconnected, etc.)	☐	☐	
	• Sufficient inspection performed after installation? (including related electrical equipment)	☐	☐	
	• Good working conditions provided? (e.g., space, lighting, cleanliness, etc.)	☐	☐	
	• PPO/DIO operations manual and training provided?	☐	☐	
	• Others			
PDI/PDS	• Sufficient PDI/PDS performed? (e.g., detection capability, checking all items, etc.)	☐	☐	
	• Proper damage prevention during inspection? (e.g., using protective covers, etc.)	☐	☐	
	• All problems detected fixed accurately?	☐	☐	
	• Paint finish repairs (scratches, stain, etc.) performed?	☐	☐	
	• Good conditions for inspection area? (e.g., space, lighting, cleanliness, etc.)	☐	☐	
	• PDS manual, check sheet and training provided?	☐	☐	
	• Vehicle washing and cleaning performed sufficiently before delivery to customers?	☐	☐	
	• Sufficient delivery inspection performed just before delivery to customers?	☐	☐	
	• Others			

Check Sheet for Vehicle Transport (☐: Vessel ☐: Railcar ☐: Trailer ☐: Driving)

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Loading/unloading speeds kept within TMC recommended speeds? [Max. km/h: Vessel; 20, Railcar; 8, Trailer; 5]	☐	☐	
• Vehicle underbody contact with railcar/trailer?	☐	☐	
• Bumper contact with gangplank/ground?	☐	☐	
• Door contact with railcar/trailer struts when driver gets in and out of vehicle?	☐	☐	
• Tie down devices in contact with body?	☐	☐	
• Are tie down points correct? (Vessel : Transport Hook/Transport Hook Railcar & Trailer: Transport Hook/Torque Box Refer to the "Tie Down Procedure" manual for tie down points of each vehicle.)	☐	☐	
• Tie down devices lashed securely?	☐	☐	
• Parking brake applied?	☐	☐	
• Transmission gear in correct position? (Vessel : 1st/P Railcar: N Trailer : 1st/R or P)	☐	☐	
• Windows/doors/hood completely closed?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Lost door edge protector?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Angle of gangplank within TMC recommended limit? [Max.: Railcar/Trailer; 12 ◦, Vessel; 7 ◦]	☐	☐	
• Protectors on railcar/trailer struts?	☐	☐	
• Upper deck floor shielded to prevent foreign material from falling to lower deck?	☐	☐	
• Temporary license plate fixed properly during vehicle driving transport?	☐	☐	
• Paved unloading yard at port?	☐	☐	
• Others	☐	☐	
3. Standardization			
• Transport operations manual provided?	☐	☐	
• Transport operations manual used for instruction on transport operations?	☐	☐	

Check Sheet for Vehicle Receipt

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Performed vehicle receiving inspection?	☐	☐	
• Checked major damage only?	☐	☐	
• Repaired problem thoroughly?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Lost/removed door edge protector at an early stage?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Maintained sufficient working space in vehicle receiving inspection area?	☐	☐	
• Working area kept clean?	☐	☐	
• Sufficient lighting?	☐	☐	
• Others			
3. Standardization			
• Vehicle receiving inspection procedure provided?	☐	☐	
• Check sheet for vehicle receiving inspection provided?	☐	☐	
• Judgement criteria provided?	☐	☐	
• Vehicle receiving procedure used for instruction to inspector?	☐	☐	
• Inspection results reported to Distributor?	☐	☐	

Check Sheet for Vehicle Storage

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Bumper/body in contact with other vehicle/trees/wall etc.?	☐	☐	
• Vehicles aligned in straight lines?	☐	☐	
• Parts rested on vehicle?	☐	☐	
• Windows/doors/hood completely closed?	☐	☐	
• Ignition/dome lamp switch kept at off position?	☐	☐	
• Transmission gears in correct position? 〔Automatic transmission: P Manual transmission : 1st/R〕	☐	☐	
• Parking brake applied?	☐	☐	
• Outside rear view mirrors folded?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Lost door edge protector?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Sufficient space 〔Between doors: 0.75 m Between bumpers: 0.4 m〕	☐	☐	
• Drawn parking slot lines?	☐	☐	
• Separate parking yard for new vehicles?	☐	☐	
• Maintenance equipment provided for long term stored vehicles?	☐	☐	
• Vehicles parked under trees/lights/power line?	☐	☐	
• Storage area paved?	☐	☐	
• Others			
3. Standardization			
• Guidelines for vehicle storage provided?	☐	☐	
• Guidelines for vehicle storage used for instruction on operations?	☐	☐	
• Maintenance procedures for stored vehicles provided? 〔Washing, check and charge of battery, check of fallout, etc.〕	☐	☐	
• Performed maintenance for stored vehicles?	☐	☐	

Check Sheet for Pre-Delivery Inspection/Pre-Delivery Service (☐: PDI ☐: PDS)

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Vehicle washed before starting work?	☐	☐	
• Protective covers used? [Fender covers/seat covers/grill cover]	☐	☐	
• Parts and tools put directly against vehicle or on floor?	☐	☐	
• Installed required fuse?	☐	☐	
• Checked all items of PDI/PDS? [Refer to LEXUS/TOYOTA Pre-Delivery Service (PDS) Manual issued by TMC.]	☐	☐	
• Left parts/tools in vehicle?	☐	☐	
• Fixed problem accurately?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Lost door edge protector?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Sufficient working space?	☐	☐	
• Sufficient lighting? (Over 800 LUX.)	☐	☐	
• Working area kept clean?	☐	☐	
• Tools scattered over working area?	☐	☐	
• Car lift pillars provided with rubber protector?	☐	☐	
• Others			
3. Standardization			
• PDS manual provided?	☐	☐	
• Check sheet for PDI/PDS provided?	☐	☐	
• Judgement criteria provided?	☐	☐	
• Technicians trained using PDS manual?	☐	☐	
• Contact customers to grasp the level of customer complaints and confirm the vehicle?	☐	☐	
• Reflected NVSDS-IQS results in PDI/PDS?	☐	☐	
• PDI/PDS results reported back to Distributor?	☐	☐	

Check Sheet for Post Production Operations/Dealer Installed Option (☐: PPO ☐: DIO)

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Protective covers used? [Fender covers/seat covers/grill cover]	☐	☐	
• Battery negative terminal disconnected before starting electrical work?	☐	☐	
• Parts and tools put directly against vehicle or on floor?	☐	☐	
• Antirust inhibitor applied after drilling?	☐	☐	
• Inspection performed after installation?	☐	☐	
• Fixed problem accurately?	☐	☐	
• Left parts/tools in vehicle?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Lost door edge protector?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Working area provided?	☐	☐	
• Sufficient working space?	☐	☐	
• Sufficient lighting? (Over 500 LUX.)	☐	☐	
• Working area kept clean?	☐	☐	
• Tools scattered over working area?	☐	☐	
• Jigs/tools/lifter covered by soft protector?	☐	☐	
• Sufficient equipment?	☐	☐	
• Others			
3. Standardization			
• PPO/DIO operations manual provided?	☐	☐	
• PPO/DIO operations manual used for training for procedure?	☐	☐	
• Check sheet for inspection provided?	☐	☐	
• Set up system for problem information?	☐	☐	

Check Sheet for Washing and Cleaning

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Windows/doors/hood completely closed?	☐	☐	
• Outside rear view mirrors opened?	☐	☐	
• Quality of water?	☐	☐	
• Performed wiping off?	☐	☐	
• Used soft cotton fabric/sponge?	☐	☐	
• Raised wiper arms when washing by hand?	☐	☐	
• Contact body with hose when washing by hand?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Fingernails too long?	☐	☐	
• Seat cover and floor carpet cover pulled back/damaged?	☐	☐	
• Others			
2. Equipment/Environment			
• Exclusive washing area provided?	☐	☐	
• Drainage provided in washing area?	☐	☐	
• Floor kept clean?	☐	☐	
• Sufficient lighting? (Over 500 LUX.)	☐	☐	
• Is washing space sufficient?	☐	☐	
• Nozzle protector used for spray gun when washing by hand?	☐	☐	
• Soft material brush used when washing by machine?	☐	☐	
• Regular maintenance performed?	☐	☐	
• Others			
3. Standardization			
• New Vehicle washing and cleaning procedures provided?	☐	☐	
• Technicians trained using New Vehicle washing and cleaning procedures?	☐	☐	

Check Sheet for Delivery to Customer

Location: ☐: Port ☐: Distribution center ☐: Dealer ☐: Others			
Facility Name:	Facility Representative:	Consultant:	Date:

Items	OK	NG	Detail
1. Operation			
• Washed and cleaned vehicle interior and exterior thoroughly?	☐	☐	
• Checked all items of delivery inspection before delivery to customer? (・Installation of fuse(s) ・Washer fluid level ・Engine startability for battery condition ・Audio system and clock for presetting ・Vehicle Interior for dirt and scratches ・Vehicle exterior for scratches and rust ・Tires for deformation and defect ・Installation of PPO/DIO parts and loaded parts)	☐	☐	
• Rechecked finish of repair work?	☐	☐	
• Removed protective covers? [Seat cover, floor cover, door edge protectors]	☐	☐	
• Performed acceptance check with customer?	☐	☐	
• Explained and demonstrated vehicle features and controls to customer?	☐	☐	
• Explained Audio and Theft Deterrent Systems?	☐	☐	
• Explained vehicle service maintenance?	☐	☐	
• Explained new vehicle warranty?	☐	☐	
• Provided information about dealership service and parts department?	☐	☐	
<The following are Items Common to All Processes>			
• Elbow/hip/foot rested on vehicle body?	☐	☐	
• Filled in document on top of vehicle body?	☐	☐	
• Clothes/shoes/gloves and hands kept clean?	☐	☐	
• Exposed buttons/zipper/belt buckles?	☐	☐	
• Wearing watch/ring/key chain?	☐	☐	
• Put tools in pocket?	☐	☐	
• Fingernails too long?	☐	☐	
• Others			
2. Equipment/Environment			
• Sufficient working space?	☐	☐	
• Working area kept clean?	☐	☐	
• Sufficient lighting? (Over 800 LUX.)	☐	☐	
• Others			
3. Standardization			
• Vehicle delivery inspection procedure provided?	☐	☐	
• Check sheet for vehicle delivery inspection provided	☐	☐	
• Judgement criteria provided?	☐	☐	
• Personnel trained using vehicle delivery inspection procedure?	☐	☐	
• Inspection results reported to Manager?	☐	☐	

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OVERSEAS CUSTOMER SERVICE TECHNICAL DIVISION
TOYOTA MOTOR CORPORATION

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