



## NTEA MEMBER VERIFICATION PROGRAM

*Because standards don't raise themselves.*

*For companies that manufacture bodies, equipment and components but are not involved in vehicle manufacturing and not required by law to certify vehicles or register with National Highway Traffic Safety Administration (NHTSA). There are no plans to alter program criteria at this time. If standards are adjusted in the future, current MVP member companies would not need to conform until renewal.*

# Manufacturer application and agreement (Criteria B)

## Instructions

- 1) Complete this application and sign the agreement. Retain a copy for your records.
- 2) Make electronic copies of supporting materials required for criteria. If submitting paper application/ supporting materials, please note, your materials will not be returned. Do not submit originals.
- 3) Send this form and supporting materials to: [mvp@ntea.com](mailto:mvp@ntea.com).

OR, if sending paper copies:

**NTEA**

c/o MVP

37400 Hills Tech Drive

Farmington Hills, MI 48331

## ✓ MVP application checklist

- Completed MVP application/agreement
- Written installation and operating instructions for products sold through distributors/upfitters
- Confirmation of a written product warranty program
- Documentation of \$2,000,000 in product liability insurance or other means of financial responsibility
- Name and documentation for certified employees, along with a copy of the certification program for 20% of your shop employees (maximum 15)
- Safety manual, policy and meeting report documentation
- Verification of a quality assurance program
- Documentation of a post-sale customer follow-up process
- Education & Training credentials

Contact NTEA's technical services department with questions ([mvp@ntea.com](mailto:mvp@ntea.com) or 248-489-7090).

Today's date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

### **Criteria B — Manufacturers (all required)**

- 1. Installation and operating instructions
- 2. Warranty program
- 3. Insurance requirements
- 4. Certified employees
- 5. Safety program
- 6. Quality assurance program
- 7. Post-sale customer follow-up process
- 8. Education & Training credentials

1. As an MVP member, [insert company name] \_\_\_\_\_ has the following rights: the company may (i) present itself to the public as an MVP member in advertising, bid materials and otherwise; (ii) use and display the MVP logo on letterhead, marketing materials, websites and other relevant outlets in the course of business; (iii) participate in any program, promotion or discount offered by NTEA to MVP members; (iv) receive designation in any publication where NTEA identifies MVP members; and (v) enjoy all other MVP benefits established by NTEA in its discretion from time to time.
2. As an MVP member, the company agrees it won't misrepresent the significance of the designation. In particular, it will not assert to customers, suppliers, government entities or others: MVP status means NTEA has (i) reviewed or certified its products/services; (ii) taken a position on the safety of its products/services; (iii) verified the company complies with any state, federal or local regulations; (iv) determined the validity or adequacy of its insurance policies or another risk management program it maintains. The company will indemnify and hold NTEA harmless from and against any losses, expenses (including reasonable attorney fees) or judgments incurred by NTEA as a result of the company's failure to comply with the foregoing.
3. Upon expiration or termination of MVP status, the company will stop using the designation and logo and promptly remove this content from its letterhead, website and other visible locations on its property or materials.
4. This agreement goes into effect on the day the company is approved by NTEA as an MVP member and will terminate on the date its status expires; provided the obligation in the second and third sections above will survive termination of this agreement.
5. This agreement has been signed by a duly authorized officer of the company (or a duly authorized partner if the company is a partnership), who verifies criteria have been met and all required supporting documentation is attached.

Company \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_  
*Signature of company officer required*

*NTEA internal use only*

NTEA signature \_\_\_\_\_ Date \_\_\_\_\_



37400 Hills Tech Drive ■ Farmington Hills, MI 48331  
 ntea.com/mvp ■ mvp@ntea.com ■ 248-489-7090

Your company must meet the criteria below.

## 1. Installation and operating instructions

Check the following statement if it applies to your operation.

- Our company provides installation and operating instructions with each body or major component/ piece of equipment it sells through a distributor (or other upfitter/installer). As documentation, we submit a copy of our product instructions or instruction copies for a representative selection of our products.

## 2. Warranty program

MVP applicants must verify they maintain a written warranty program or statement covering failed or defective products. For more information, contact NTEA at 248-489-7090 or [mvp@ntea.com](mailto:mvp@ntea.com).

Check the following statement if it applies to your operation.

- Our company maintains a written warranty program or statement addressing failed or defective products. At a minimum, this program/statement specifies
  - 1) Payment amounts and terms for repairs (if any)
  - 2) Availability/delivery of parts or components for repairs (if any)

## 3. Insurance requirements

All MVP applicants must document they maintain sufficient coverage of potential liabilities. Contact NTEA at 248-489-7090 or [mvp@ntea.com](mailto:mvp@ntea.com) with questions.

Check the statement that applies to your operation.

- Our company maintains product liability insurance with a per-occurrence limit of at least \$2,000,000. As documentation, we submit a copy of the declarations page from our insurance policy or a copy of our insurance certificate.

**OR**

- Our company can demonstrate financial responsibility adequate to meet potential liabilities. As documentation, we submit a copy of our financial statement, risk management plan or other appropriate verification, with a brief explanation of our determination for such financial responsibility.

## 4. Certified employees

MVP applicants must verify at least 20% of their shop employees (up to a maximum of 15 workers) have been trained and certified in at least one specific technical skill. For more information, contact NTEA at 248-489-7090.

\_\_\_\_\_ total number of shop employees on \_\_\_\_\_  
Date

Total number of shop employees \_\_\_\_\_ x .2 = \_\_\_\_\_  
*Required number (Round decimal values to the nearest whole number, maximum of 15 workers)*

**(This list is not all inclusive. Contact NTEA at 248-489-7090 with questions.)**

**Check the statement that applies to your operation, and as documentation, attach copies of all relevant certifications\*.**

- Our company verifies it has the following employee(s) certified by National Institute for Automotive Service Excellence (ASE) in one of the following areas.
- E1 — Truck equipment installation and repair
  - E2 — Electrical and electronic installation and repair
  - E3 — Auxiliary equipment installation and repair
  - A6 — Light truck electrical/electronic systems
  - B2 — Painting and refinishing
  - H6 — Transit bus electronic systems
  - S6 — School bus electrical/electronic systems
  - T6 — Medium/heavy truck electrical/electronic systems



**OR**

- Our company has an employee(s) certified by American Welding Society (AWS).

**OR**

- Our company has initiated and maintains its own proprietary certification program for technicians/mechanics. Contact NTEA for approval and further details at 248-489-7090 or mvp@ntea.com.

**OR**

- Our company participates in another third-party certification program that meets or exceeds ASE/AWS programs.

**OR**

- Certified machine operator (CNC, laser, water jetting, etc.), certified equipment installer (aerial device, crane, hydraulic equipment, etc.), certified quality inspector, certified quality manager. Certification from a third-party testing group is required.

\*Please note that this section is for certification only; Education and Training is addressed in Section 8.

## 5. Safety program

As required by 29 Code of Federal Regulations Part 1910, each employer must have an employee safety manual and safety policy.

**Check this statement if it applies to your operation.**

- Our company has
- 1) A written safety policy
  - 2) An employee manual with safety topics including (as applicable to your business): electrical safety, confined spaces, PPE, hazcom, return to work, lockout/tagout, forklifts, respiratory protection, ergonomics, and workplace safety (only submit the table of contents and front cover from the employee safety manual)
  - 3) Copies of safety meetings (agenda, meeting minutes or discussion topics) or employee sign-in sheet

As documentation, submit copies of safety policy (copy of safety manual cover and index page), and safety meeting information (agenda, meeting minutes or employee sign-in sheet).

## 6. Quality assurance program

**Check the statement that applies to your operation.**

- Our company verifies it has a quality assurance program with at least these three processes in place.
- 1) Order management system
  - 2) Final inspection checklist
  - 3) Customer delivery checklist

As documentation, we submit copies/screenshots of forms/reports used in these three processes.

**OR**

- Our company is registered with a quality program like ISO 9000, QS 9000 or equivalent.  
As documentation, we submit a copy of proof of such registration.

## 7. Post-sale customer follow-up process

This criterion requires companies to have a written and documented post-sale follow-up process with emphasis on customer satisfaction and continuous improvement.

**Check the statements below if they apply to your operation.**

- Information provided to customer upon delivery may include
  - 1) Warranty information (vehicle and components, as applicable)
  - 2) Warranty cards (if applicable) and registration information
  - 3) Body/equipment/component information (if applicable)
  - 4) Copies of applicable NHTSA information (certification label, NHTSA manufacturer registration), and payload, axle weight and center of gravity analysis, if available
  - 5) Customer delivery checklist, operator manual, installation instructions, and other information
  - 6) Contact information
- Post-sale follow-up process includes information flow from customer to salesperson and/or production quality personnel.
  - 1) For example, areas of focus can include a written feedback process occurring at 30 days and 12 months after product delivery, capturing information such as the following.
    - Did the product(s) meet expectations?
    - Has the product(s) exhibited any functional concerns?
    - Has the product(s) required repairs?
    - If yes, what repairs were performed?
    - Other comments

As documentation, we submit copies/screenshots of forms/reports used in our post-sale follow-up process.

## 8. Education and Training

Each member company must have one hour of educational credit for each sales/management and shop personnel (administrative staff excluded) in the organization per year of qualification up to 250 credit hours per year for any company, **including 10% of total hours consisting of NTEA-based education.**

All training must be specific to truck equipment distribution/manufacturing, and may take place on or off member premises. Training not accepted as MVP education includes computer usage training (i.e., Excel, Word, QuickBooks, PowerPoint, Access, Windows, HTML, etc.). Contact NTEA at 248-489-7090 or [mvp@ntea.com](mailto:mvp@ntea.com) with questions.

Please use the worksheets at the end of this document for the education and training hours; you may use additional worksheets as needed to submit with your application. These forms are also available on [ntea.com/mvp](http://ntea.com/mvp).

\_\_\_\_\_ as of \_\_\_\_\_  
*Total employees* *Today's date*  
*(excluding administrative staff)*

New applicant

A company qualifying for MVP using the education criterion for the first time must have completed the requisite number of credits in the one-year period prior to initial qualification. For example, a company with 20 eligible employees must have earned 20 educational credits during the one-year period before MVP qualification, including two hours of NTEA-based education.

\_\_\_\_\_ *Total educational/training hours required* \_\_\_\_\_ *10% of total hours required*  
*from NTEA-based education*

**OR**

Renewing applicant

Upon renewal three years later, the company will need to have completed an average of the requisite number of educational credits each year for the prior three-year period. In this example, upon the company's renewal date, assuming its employee level has remained the same, the company must average 20 educational credits for each of those three years for a total of 60 educational credits, including six hours of NTEA-based education.

\_\_\_\_\_ *Total educational/training hours required* \_\_\_\_\_ *10% of total hours required*  
*(For renewing MVP applicants, this equals* *from NTEA-based education*  
*3 times the number of employees listed above)*

## 8. Education and Training *continued*

### Sales, management and shop training areas

- Equipment sales
- Body sales
- Quality management (Six Sigma, TQM, etc.)
- Production management
- Lean distribution
- Market analysis
- Sales forecasting
- Equipment specification and configuration (chassis manufacturer training)
- Lean manufacturing/productivity
- Strategic planning
- Business planning
- F/CMVSS and truck certification
- Other regulatory compliance training
- Welding
- Body and equipment installation (i.e., snowplows, PTOs, bind and racks, dump bodies, etc.)
- Equipment operation (i.e., CNC machine, water jetting, plasma cutter, press brake, shear, etc.)
- Hydraulics
- Multiplexing and general electronic/electrical
- Quality control
- Paint and body prep
- Pneumatics installation
- Lift axle and brake system installation
- Truck frame repair and modification
- Chassis manufacturer specific training (i.e., engine-powered auxiliary drive equipment, HVAC system integration, chassis prep)
- Alternative fuel system installation
- Plant equipment operation courses (i.e., forklift, press brake, CNC)
- Material handling, slinging and lifting courses, etc.
- Shop safety/hazard courses, etc.

## 8. Education and Training *continued*

### Acceptable training providers

- NTEA
- Other applicable association training
- Colleges and universities
- Vocational/technical schools
- Equipment and component manufacturers/distributors
- OEM manufacturers
- Material suppliers
- Industry consultants
- Qualified in-house trainers
- Insurance company representatives (safety training)
- Equipment suppliers (i.e., welding, machinery or painting suppliers)

Check each statement that applies to your operation.

- Our employees have successfully completed NTEA-based education and training\*. As documentation, we submit the following copies of NTEA's education and training checklist for qualifying employee(s).

### **AND IF NEEDED**

- Our employees have successfully completed education and training from an acceptable provider outside NTEA\*. As documentation, we submit the following copies of NTEA's MVP education and training checklist for each qualifying employee(s). The checklist requires the date; trainee name(s); topic in detail; length of class (in hours); trainer name(s); title and/or credentials; trainer signature; and company officer signature.

\*Please use the following worksheets to document the education and training hours as noted above, and use additional worksheets as needed to submit with your application. These forms are also available on [ntea.com/mvp](http://ntea.com/mvp).



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NTEA MEMBER VERIFICATION PROGRAM

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# NTEA education checklist

Thanks for your dedication to continuous education and commitment to the work truck industry. Use this document to list education credit hours toward your Member Verification Program (MVP) application.

MVP recognizes eligible industry companies for outstanding business practices, and education is a key component.

Member company name \_\_\_\_\_

If your company is a first-time MVP applicant, the following individuals must have participated in educational programs in the last year.

If you are a renewing MVP company, the following individuals must have participated in educational programs in the last three years.

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

For additional personnel, please attach sheet.

## Work Truck Week

credit hours X year(s) attended = total hours

- Conference & trade show package 8 x \_\_\_\_\_ = \_\_\_\_\_
- Green Truck Summit 6 x \_\_\_\_\_ = \_\_\_\_\_
- Special sessions (not included in any package) – full day 6 x \_\_\_\_\_ = \_\_\_\_\_
- Special sessions (not included in any package) – half day 3 x \_\_\_\_\_ = \_\_\_\_\_
- Trade show badge 2 x \_\_\_\_\_ = \_\_\_\_\_

## NTEA conferences and seminars

credit hours X year(s) attended total hours

- Commercial Vehicle Upfitting Summit 6 x \_\_\_\_\_ = \_\_\_\_\_
- Executive Leadership Summit 7 x \_\_\_\_\_ = \_\_\_\_\_
- Seminar/on-site training (total = 6 hours per day x number of days) 6 (per day) x \_\_\_\_\_ = \_\_\_\_\_

## NTEA online education and training

credit hours = total hours

- Truck Frame Fundamentals 6 = \_\_\_\_\_
- Weight Distribution Fundamentals 6 = \_\_\_\_\_
- Truck Equipment 101 6 = \_\_\_\_\_
- Truck Equipment 201 Truck Certification 4 = \_\_\_\_\_
- Truck Equipment 201 Powertrain 4 = \_\_\_\_\_
- Truck Equipment 201 Powertrain System 4 = \_\_\_\_\_
- Truck Equipment 201 Calibrations, Emissions & Fuel Economy 4 = \_\_\_\_\_
- \_\_\_\_\_ = \_\_\_\_\_

Subtotal \_\_\_\_\_

Total training hours completed \_\_\_\_\_



NTEA reserves the right to audit documentation, confirming application information.



# Work truck industry training checklist

Thanks for your dedication to continuous education and commitment to the work truck industry. Use this document to list education credit hours toward your Member Verification Program (MVP) application.

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MVP recognizes eligible industry companies for outstanding business practices, and education is a key component.

Member company name \_\_\_\_\_

If your company is a first-time MVP applicant, the following individuals must have participated in educational programs in the last year.

If you are a renewing MVP company, the following individuals must have participated in educational programs in the last three years.

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

Employee name \_\_\_\_\_

*For additional personnel, please attach sheet.*

## Industry training \_\_\_\_\_

\_\_\_\_\_ hour(s) of work truck industry training accomplished on \_\_\_\_\_  
*Date(s)*

in \_\_\_\_\_  
*Topic/Course name*

by \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
*Trainer name Title Company*

Subtotal \_\_\_\_\_

## Industry training \_\_\_\_\_

\_\_\_\_\_ hour(s) of work truck industry training accomplished on \_\_\_\_\_  
*Date(s)*

in \_\_\_\_\_  
*Topic/Course name*

by \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
*Trainer name Title Company*

Subtotal \_\_\_\_\_

## Industry training \_\_\_\_\_

\_\_\_\_\_ hour(s) of work truck industry training accomplished on \_\_\_\_\_  
*Date(s)*

in \_\_\_\_\_  
*Topic/Course name*

by \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
*Trainer name Title Company*

Subtotal \_\_\_\_\_

Total training hours completed \_\_\_\_\_

*NTEA reserves the right to audit documentation, confirming application information.*

