



NTEA MEMBER VERIFICATION PROGRAM

Canadian Manufacturer

application and agreement

(Criteria B)

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 Transport Canada. 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.

Instructions

- 1)** Complete this application and sign the agreement. Retain a copy for your records.
- 2)** Send this form and supporting materials to mvp@ntea.com or upload to hightail.com/uplink/NTEA.

✓ 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
- ☐ Names and verified training documentation 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 and training credit hours

Contact NTEA's Truck Engineering & Compliance department with questions (mvp@ntea.com or 248-489-7090).

Today's date _____

Name _____

Title _____

Company _____

Address _____

City _____ Province _____ ZIP _____

Phone _____

Email _____

Criteria B — Manufacturers (all required)

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

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.

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 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. Verified employees

MVP applicants must provide evidence that at least 20% of their shop employees (up to a maximum of 15 workers) have verified by a third party in at least one specific technical skill.

_____ 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)

Common verifications that fit this criterion are ASE and AWS certifications, Six Sigma belts, and vendor equipment installation qualifications. This list is not all-inclusive; more information and examples are available at ntea.com/verifiedemployees. Contact NTEA at **248-489-7090** or mvp@ntea.com with questions.

Note: Training hours completed to earn or maintain the third-party verifications documented in this section may also be counted toward the education and training requirement in Section 8, provided they otherwise meet the program requirements.

Check the statement that applies to your operation, and as documentation, provide copies of all relevant third-party verifications*.

☐ Our company has an employee(s) certified by National Institute for Automotive Service Excellence (ASE).

OR

☐ Our company has an employee(s) certified by Canadian Welding Bureau (CWB).

OR

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

OR

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

OR

☐ Our company participates in another third-party verified training program that meets or exceeds ASE/CWB programs.

*Please note that this section is for verification only; education and training is addressed in Section 8.

Visit ntea.com/verifiedemployees for additional examples of employee verification.

5. Safety program

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).

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

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.

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

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 compliance information (certification label, NSM, 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

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 with questions.

Note: Training hours used to earn or maintain the verified employees criterion, documented in Section 4, may also be applied toward this education and training requirement, provided they otherwise meet the program requirements. Education and training hours documented solely for this section do not satisfy the verified employees requirement in Section 4.

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.

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

☐ 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 (For renewing MVP applicants, this equals 3 times the number of employees listed above)* _____ *10% of total hours required from NTEA-based education*

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.



Contact NTEA's Truck Engineering & Compliance department with questions at mvp@ntea.com or **248-489-7090**.

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NTEA MEMBER VERIFICATION PROGRAM

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.

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
☐ Work Truck Week Conference Package	8	x	_____	=	_____
☐ Green Truck Summit Conference Package	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	=	_____
☐ Commercial Vehicle Hydraulics Fundamentals and Applications	1	=	_____
☐ NTEA Webinars (list title of each): _____	1 each	=	_____
☐ _____		=	_____

Subtotal _____

Total training hours completed _____



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.

NTEA MEMBER VERIFICATION PROGRAM

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.