



2015

Parts Specialist

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Parts Specialist**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Parts Specialist Approved Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Lexus Commitment to Perfection (LCTP)

Program Overview

If you are unable to attend a class, please inform your PC at least four calendar days ahead so your dealership does not incur a no-show charge.

Lexus Master Subsidized Lease Program

Master Certified associates can enroll and receive a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services (LFS).

Criteria

- Achieve Master Level Certification and annually Master recertify
- Dealer Principal must sign the Associate Subsidized Lease Enrollment form
- Then you must be approved for a program qualified LFS lease of a Lexus vehicle.

NOTE: For more information or to determine if your dealership participates, please contact your dealership PC.

When you Need Help or More Information

Lexus Program Headquarters (LPHQ)

(Open 8:00 AM-4:30 PM Central Time Monday-Friday)

1-800-346-4447

PRESS

Testing/Reports/Certification 1

Master Lease 3

Elite of Lexus Status 4

SPIN ID 5

LPHQ Fax 1-800-253-2831

LPHQ Email Lexusphq@maritz.com

Certification Home Page www.lctphome.com

Certification Reports Site www.lctpreports.com

Certification Test/E-Learning Site www.lctptests.com

Elite of LPHQ Phone 1-800-504-6078

Elite of LPHQ Email eliteoflexus@programhq.com

Learning Center Support

1-855-790-7985

PRESS

E-Module or Login Support 2

Course Enrollment Support 3

Learning Center Email tmslearningcentersupport@toyota.com

Coming From Toyota

View the Lexus Course Parity report for your primary Lexus job category at www.lctpreports.com to determine if any Toyota course credit is transferable for Lexus certification credit.

Lexus associates who have previously achieved Toyota advanced certification credit may request an adjustment to their Lexus tenure through their Area Office by presenting a copy of their Toyota certificate verifying the prior Toyota certification achievement.

Toyota Expert Level - Add 12 months of Lexus tenure

Toyota Master/MDT Level - Add 24 months of Lexus Tenure

Glossary and Program Notes

- **Core Courses** - Courses that most directly relate to a specified job category
- **Elective Courses** - Courses that in some cases can be taken in lieu of a Core class
- **ASE Certification** - Tests given by the National Institute for Automotive Service Excellence (ASE) to certify automotive repair and service professionals; you can obtain additional information or register for tests at www.ase.com.
- **Courses No Longer Applicable to Job Category** - Courses no longer offered for a specified job category.
- **Courses No Longer Offered** - Course no longer available for enrollment
- **Course Credit Expiring** - Course credit will expire as indicated
 - ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
 - For additional information, visit www.I-CAR.com
 - ✚ For additional information, visit www.ase.com
 - ★ For additional information, visit www.crrtraining.com
 - ▼ Course credit expires Jan. 2016
 - * Course credit expires Jan. 2017
 - Course credit not currently scheduled to expire
 - Must have completed course before Jan. 1, 2008 to receive credit
 - ◆ Must have completed course before Jan. 1, 2011 to receive credit
 - ⦿ Must have completed course before Aug. 1, 2011 to receive credit



Lexus Commitment to Perfection (LCTP)

Program Overview

How to Use this Booklet

The introduction will briefly describe the Lexus Commitment to Perfection (LCTP) certification program and how to participate.

Let's Get Started

Welcome to the Lexus Commitment to Perfection certification program also known as LCTP.

Your first step to join the LCTP program is to make sure you have been added to Dealer Daily Staffmaster and that your primary job is one that is listed in this book. Staffmaster has primary and secondary jobs; only the primary job is used to enroll associates in LCTP. If your primary job is not one that participates in LCTP then you will not be enrolled in the program. A SPIN ID will be created for you when you are entered into Staffmaster; keep your SPIN ID as it will grant you access to enroll in Lexus College courses; take Self-Paced Modules and log in to view your progress in the LCTP Certification program.

Your best resource regarding the LCTP Certification program is your dealership's Program Consultant (PC) who can assist you in achieving and maintaining your desired certification level.

Certification Program Overview

The Lexus certification program consists of 3 levels which build upon one another.

- Certified is the first level of LCTP certification and is required for all Lexus associates.
- Senior Certification is the next level of LCTP certification; this level is considered advanced certification and is optional.
- Master Certification is the top level of LCTP certification; this level is for top performing Lexus associates who want to be the "Best of the Best" and requires the highest commitment. This level is also optional.

Once you are enrolled you should immediately begin completing the Certified level requirements.

Instructor Led Courses

Log onto www.lctphome.com and select *My Learning* to view the courses that apply to your job and will count for LCTP advanced certification. Please contact your dealership's Program Consultant to enroll in a class, technical training or product launch.

NOTE: Log onto www.lctpreports.com for updated certification rules and approved course listings by job.

Class Attendance

You will not receive credit for a class if you arrive more than 30 minutes late or leave more than 30 minutes early. You must sign the attendance sheet to receive credit.

Lexus Certification Rules Overview

CERTIFICATION LEVEL	TENURE	INSTRUCTOR LED COURSES	ONLINE MODULES	NEW PRODUCT LAUNCH	ANNUAL RE-CERTIFICATION REQUIREMENTS
CERTIFIED	None	None	All Current Foundations Modules	None	All Current Foundations Modules
SENIOR	18 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> • Maintain Basic Certified Status • Current Senior Certification Requirements
MASTER	36 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> • Maintain Senior Certified Status • Current Master Certification Requirements



Parts Specialist

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.I-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ▼ Course credit expires Jan. 2016
- * Course credit expires Jan. 2017
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APPROVED COURSE LIST

Core Courses

- D015 Building Loyalty the Lexus Way
- D131 Lexus Telephone Moments
- D138 Lexus Customer Care - Resolving Concerns
- D158 Lexus Balanced Parts Inventories
- D165 Lexus Efficient Parts Operation
- D167 Interacting With Your Lexus Customer
- D370 Inventory Management for the Parts Specialist
- D470 Accessory Sales: The Perfect Fit (Prerequisite: E470)
- D500 The Lexus Journey

Elective Courses

- D258 Lexus New Dealer Orientation
- D306 The Service Customer Experience
- D400 Leadership Practices for Max Team
- D741 Managing Accessory Sales

COURSES NO LONGER OFFERED

Core Courses

- D260▼ Power of Communication

Elective Courses

- D161● Lexus Product & Maintenance
- D294● Lexus Warranty Administration with Claims Processing System (CPS)
- DP1407▼ 2014 PC Performance Group
- LBE78▼ 2014 Field Kaizen Meeting



Parts Specialist

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Parts Specialist.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)
- E550 Lexus Redefines Luxury (required 03/2015)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C369 Foundations Lexus Certified Pre-Owned
- C376 Foundations Lexus GX
- C379 Foundations Lexus Essentials - Delivered
- C381 Foundations Lexus CT
- C382 Foundations Lexus GS
- C383 Foundations Lexus Enform
- C384 Foundations Lexus ES
- C385 Foundations Lexus RX
- C386 Foundations Lexus LX
- C387 Foundations Lexus LS
- C388 Foundations Lexus IS

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lcptests.com for access to existing Foundations tests and self-paced modules.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- E471 Parts and Accessories eBusiness
- E550 Lexus Redefines Luxury (required 03/2015)
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles
- L074 Lexus Hybrid General Service
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.



Parts Specialist

Master Certification

MASTER

Tenure

Participants must have a minimum of **36** months total Lexus experience and must complete all current requirements for basic Certified, Senior and Master Certification Levels.

Approved Courses

Complete a total of **6** courses from the Approved Course List.

Select **4** Core courses and **2** additional Core or Elective courses:

- _____ _____ _____
 _____ _____ _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E470 Accessory Sales Fundamentals
- E471 Parts and Accessories eBusiness
- E550 Lexus Redefines Luxury (required 03/2015)
- LE218 0W-20 Synthetic Motor Oil for Lexus Vehicles
- L074 Lexus Hybrid General Service
- LSC13A Lexus Recalls and Service Campaigns
- LSC13F Safety Recall DLC - Front Passenger Airbag Inflator

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Master status, all current basic Certified, Senior and Master Certification Level requirements must be maintained on an annual basis.

NOTES
