

# Thatcham Kitemark® Working Group NEWSLETTER



FEBRUARY 2009

Title: Thatcham / BSI Kitemark® Working Group  
Meeting: No.13  
Date: 4th February 2009  
Venue: Thatcham - Berkshire  
Start: 10.30am

## Ongoing Activities

### Roadshows

Reviewing the Kitemark / ATA roadshows, the feedback from the Allianz roadshows was positive with the group acknowledging the need for the insurer to drive the roadshows forward.

### Marketing

Feedback from BSI is that the new BSI marketing team will focus on raising awareness of Kitemark in growth sectors of which PAS 125 is one. The web presence is also being addressed with the time frame for improvements being 6-12 months

### Audit Visits with BSI

The group discussed the current process of arranging audit visits with BSI.

The issue was raised of repairers waiting more than 13 weeks for an inspection visit. The standard lead time is 12 weeks from when the money is received, with under 12 weeks seen as standard.

BSI are looking at improvements in making themselves more efficient and listening to their customers. BSI are pleased at the success of PAS 125 and are looking at how they can promote good examples of how a Kitemark scheme based around PAS is raising industry standards. The group were informed that PAS125 has been recognised at BSI board level.

### BSI Commitment at KMWG

The Group raised the issue of BSI representation at the Kitemark Working Group. BSI confirmed their commitment and acknowledged the need for a representative with technical knowledge to avoid any inconsistency in responses. BSI are looking to put sector specific people in place as industry specific champions.

### Kitemark.com

The original idea was to raise awareness of the Kitemark to the general public, but this has been adapted to provide a portal to seek body shops that are Kitemark registered.

BSI are in the process of marketing kitemark.com, the launch date having been postponed from 2008. The group raised the issue of website errors e.g. for a postcode search and concern that bodyshops were on the website even though they had not gained Kitemark.

### To address problems with errors on website BSI proposed:

a) They can take PAS125 off and send the Database to the group to check accuracy, as BSI input data on information given on original paperwork

b) Errors identified are provided to BSI and they will amend it

BSI has a supplier portal in development to allow suppliers to change information e.g. contact details on the website, however at the present time there are data security issues

BSI will communicate to everyone how changes are to be made to website. BSI will look at the fields on the database to ensure it is displaying the correct information

### Case studies

Thatcham offered to do more case studies. BSI have done a case study with AW Repairs as the benefits of going for Kitemark have been proven e.g. police and MOD contracts. Thatcham suggested more case studies would be beneficial for the public launch.

## Applications Update PAS review

<b>Individual quotes issued</b>	<b>1078</b>
<b>Applications received</b>	<b>643</b>
<b>Initial visits pending</b>	<b>201</b>
<b>Initial visits booked</b>	<b>50</b>
<b>Initial visits completed</b>	<b>309</b>
<b>Kitemark awarded</b>	<b>238</b>

The group raised questions regarding the difference in figures being down to people not booking dates but having paid money, BSI acknowledged the need to run cleanse reports and to ensure that the data is correct and eradicate errors in system.

The proposed change to the way the data is reported back to the group is to give 3 statistics:

1) Rate of booked visits 3 months previously (people who have paid to join scheme)

2) Start – who has booked visits

3) Awarded Kitemark

These it was proposed would give a better measure of success for scheme. The Group also asked for statistics on % of visits taking over 12 weeks from booking to initial visit, in comparison to visits taking under 12 weeks. BSI fed back that their assessors are not under 80% utilisation and that problems have arisen with late bookings of audits.

# Scheme Issues

## VDA

The group acknowledged that the VDA interpretation of BSI is correct in respect of ATA/B47 phase out and timing. Previously communicated in prior KMWG Newsletters.

## EMarking in the Case of Headlights

The following, guidance only, was given.

ADF highlighted that eMarking is to identify that a product meets minimum legal requirement and does not provide proof of fit, performance, colour or pattern. However as headlights are safety related this raised issues.

ADF proposed to recommend the use of only Tier 1 suppliers, however the group raised issue with this with regards to identifying who the Tier 1 suppliers are.

Instead it was proposed that if you can demonstrate as in the case of headlights, 100% traceability of source of production (provenance), that this demonstrates manufacturing process and along with judgment on the workshop floor by ATA accredited technicians (look, feel and fit) this should be sufficient, to allow the industry to use aftermarket headlights, as an interim step.

No definitive answer to this issue was decided and there was an acknowledged need to get guidelines from BSI as to how auditors are interpreting this issue.

## Non compliant PAS Repairs

Issue was raised as to whether a Kitemark bodyshop could conduct a repair in a non compliant fashion, e.g. opting out for certain vehicles

BSI are to clarify the position on repairing cars in a non compliant manner. BSI stated if a body shop was repairing a vehicle outside of the Kitemark, then the licence would be suspended. Kitemarked bodyshops can only repair vehicles to a Kitemark standard and not opt out.

## Feedback from Kitemark Audits

Repairers need guidance on the process to follow when methods and information cannot be found. Technicians have 3 options:

- 1) Manufacturers methods
- 2) Thatcham methods
- 3) Where none exist to create methods using similar vehicles

A defined process from Thatcham is to be placed within escribe, but as guidance only.

## Welding



Welders – There is a lot of variance on machine performance and mechanical values e.g. pressure etc cannot necessarily relied upon because of these variables. Test coupons show performance variables in

relation to materials on cars, however some technicians have been asked for test coupons - others have not.

Clarification needed on test coupon from BSI and until this is clarified they should not be enforcing this.

## Recognised Repair Methods for M.E.T

Questions were raised as to whether a method is needed if a technician is ATA accredited and is carrying out a simple M.E.T repair. Thatcham are looking at general repair method for non-safety related items such as wing mirrors/door handles. Thatcham are releasing the document 'Safety Related Items Within Vehicle Body Repair' on the latest version of escribe.



## Estimating System Certificates

It was reported that BSI have asked for Glass's and Audatex certificates to prove competence with using these systems. In 2009 PAS 125 there is no specific reference that you must hold a system certificate, however, it does define competence in repair tasks, of which estimating systems are a part.

BSI to clarify how this is interpreted by auditors

# Kitemark Suspension / Cancellations Process

## Cancellations Reasons

1. **Company change of ownership**
2. **Sale of site to another company**
3. **Site Closing**
4. **Company in administration/liquidation**
5. **Misuse of Kitemark or permitting use of the mark.**
6. **Non payment of licence fees**

## Suspension Reasons

1. **New site re-inspection required**
2. **New management at existing site, retaining trading name.**
3. **Major Non conformances evident at visit**
4. **Failure to address previously advised non conformances**

It should be noted that the above list provides examples and is in no way exhaustive, but the most common reasons. The process for the above is:-

### Cancellations

- Certification/Scheme manager is notified of breach of conditions of contract
- A cancellation document is completed
- Document forwarded to compliance team
- Cancellation confirmed, letter sent to company, Kitemark Licence to be returned
- Company and Kitemark deleted from system, work providers informed

### Suspensions

- Certification/Scheme manager is notified of non compliance, supported with inspection report
- A Licence suspension document is completed
- Document forwarded to compliance team
- Suspension from scheme confirmed, letter sent to company, Kitemark Licence to be returned
- Company and Kitemark is suspended on system, work providers informed

### Re-instatement

Full licence re-inspection to take place to ensure all reasons for the licence being cancelled/suspended have been addressed.

The process for the issuing is the same as for a new licence application.





# ata Update

**The number of centres approved to run ATA assessments is as follows:**  
**Paint:21 Panel:16 MET:17 Glazing:3 VDA Part A:16 VDA Part B:1**

**Thatcham Automotive Academy Berkshire and Nuneaton are still the only centres approved to run ATA VDA Part B Assessments, 1 other centre is working towards approval. (T2000)**

**It was noted that estimating needs to change to VDA on handout**

**ATA has now exceeded 3000 technicians; the PR Team is working with Thatcham to promote**

## **Certificates**

Bodyshop managers want something to put up in their workplace to show that their technician has gained ATA status. IMI will take this issue to their operations meeting for approval.

## **VDA**

From 2009 bodyshops will need 2 competent Vehicle Damage Assessor's to conform to ATA. The issue of VDA capacity going forward was raised, Thatcham have offered Saturdays to assist. IMI provided information on changes to ATA VDA as of 01 January 2009

## **ATA Modules**

A proposal was discussed that since Paint, Panel and MET Technicians have some overlap with each others roles that if assessments are split into modules, that modules could be added into the other ATA as required. Certificates could be issued for core competencies and candidates could then gain additional modules as required.

Each individual module would have start and end dates, and units could be combined to make technicians more compliant to bodyshops. It would also be more cost effective for Assessment Centres as they can fill places with candidates who want to take additional modules.

The IMI have set up expert working groups for M.E.T, Panel and Paint and results are expected from them by the end of February to be collated by the end of March-April.

Each component would have its own online test (a stand alone online test with 10 questions per unit). The group raised the issue of clarification to the BSI auditors, and the need for clear communication channels regarding changes.

## **Annual PAS125 Document Review Process (BSI)**

BSI updated the group on the progress of PAS125 2009. At the present time the Head of Standards has the final draft of PAS 125 2009 document, (which also has to pass through the BSI Legal Team) and would estimate that we are approximately 2 weeks away from the document being available. The document will be sent to the steering group for them to check there are no major errors. The transition period to become effective is normally 6 months and not beyond 12 months. The group acknowledged that there is a need to communicate to all Kitemark bodyshops the difference in PAS 125 2009 to the previous version. Target release date is approximately 2 months to enable printed copies to become available.

## **Public Launch**

Quentin Wilson is being used as the high profile figure to help the launch. Ideally the group want 400-500 Kitemark bodyshops before launch, Thatcham have had an update meeting with BSI and BSI have suggested 23rd March for the launch date, on the same day as PAS 80. However it is the preference of the KMWG to keep PAS125 separate from PAS 80 and Thatcham do not anticipate that there will be 400 Kitemark shops in March. The consensus of the group is to go for June 18th as the launch date, during Thatcham's Triple Focus event. BSI has noted preferred date.

**For further information on the Kitemark<sup>®</sup>, please contact either Thatcham or BSI Product Services:**

**Thatcham – 01635 294826**  
**[www.thatcham.org/kitemark](http://www.thatcham.org/kitemark)**

**BSI Product Services – 08450 765610**  
**[www.kitemarkautomotive.com](http://www.kitemarkautomotive.com)**

### **NEXT MEETING**

**Meeting:** No.14  
**Date:** 22nd April 2009  
**Venue:** Mount Pleasant Hotel, Doncaster (before ABP Club)  
**Start:** 10.30am

# Thatcham