



PAS125 Working Group **NEWSLETTER**

JUNE 2009

Title: PAS125 Working Group
Meeting: No.15
Date: 17th June 2009
Venue: Thatcham Berkshire (part of Triple Focus)
Start: 10.30am

Ongoing Activities

New name for group

Thatcham announced rebranding of meeting as the "PAS125 Working Group" to align with industry terminology for the PAS125 standard. There is now a commitment to have the subsequent newsletter delivered in a two week timescale. The continued need for the attendance of BSI representatives on the group was also reinforced.

Launch of Version 2 of PAS125 and Thatcham Guidance document

The group raised questions as to whether the PAS125 v2 document needed to be revisited again as the period between the group's last view of the document and the launch date grows. BSI emphasised to the group that whilst there was no problem with revisiting the document, any potential change arising from this document could potentially hold up the future release, as changes would have to be sent to Standards at BSI.

BSI clarified their current position in that auditors currently have to measure against the current standard and this will not change until Version 2 is launched. The reissue of the Thatcham Guide can help clarify areas of misinterpretation, and can give a flavour of the forthcoming changes but BSI re-emphasised that they can only audit against the current published standard.

ACTION - A group will revisit and rewrite the Thatcham Guide, with a view to re-launching by 01 September 2009.

ACTION - A review and refresh of PAS125 Version 2 will take place with BSI leading on this. The previous request from the group was to receive a draft document with the changes highlighted. If the group wish to make any further changes at this stage having reviewed the document, this may further delay the launch.

Complaints against Kitemarked Bodyshops

BSI confirmed that anyone can make a complaint against a Kitemark licensee; such complaints were sent to the compliance and risk department at BSI, who record the complaint and assign it to a nominated industry specific staff member. The complaint will then be investigated under the overall control of the Operations Manager. Complaints may vary from quality, safety or misuse of Kitemark.

As of 01 July there will be an automated customer service survey for licensees available.

ACTION - BSI to provide more information on the complaint process

Questions were asked of BSI as to how many complaints one bodyshop would have to receive before their status as a Kitemark bodyshop was at risk and would BSI notify a work provider if a Kitemark was removed. BSI reported that every complaint is investigated; however there was a data protection issue to be considered in terms of sharing information on complaints received. That said, every repairer should also log any complaints received. There is a defined process should a licensee have their Kitemark removed.

Customer Service Policy

A meeting between BSI and representatives of the PAS125 Working Group has taken place, and from this a Customer Service Framework Policy document for Customer Service Delivery was developed and published. Thatcham acknowledged the work of BSI in developing this. There is a need for the group to keep reviewing this, but having the policy in writing was acknowledged as a step forward.

Applications Update

Stats provided by BSI:

BSI reported that they had found a number of applicants who had applied but not yet committed. There are some cases where it has been 18 months since the applicant has paid their money but still not booked a visit. However from the initial payment of money, there should only be 12 months to complete the Kitemark process, on average BSI suggest that it takes 322 days and most clients go through the whole process within this period.

BSI has 2 dedicated members of staff working on converting the quotes issued to applications received, (committed) and work with bodyshops and work providers to ensure their commitment. There are approximately 500 clients being chased for dates. Support was sought by BSI to ensure that members of the group did all they could to reinforce to their networks to commit to PAS125.

BSI estimate there will eventually be 1200-1500 Kitemark bodyshops 12-1500, and hope that a figure of 600 will be reached by the end of 2009, roughly 50% of target.

RBS reported that 60% of their network has attained the Kitemark, approximately 100; furthermore that they incentivise bodyshops that haven't yet got the Kitemark, as work is going to Kitemark bodyshops.

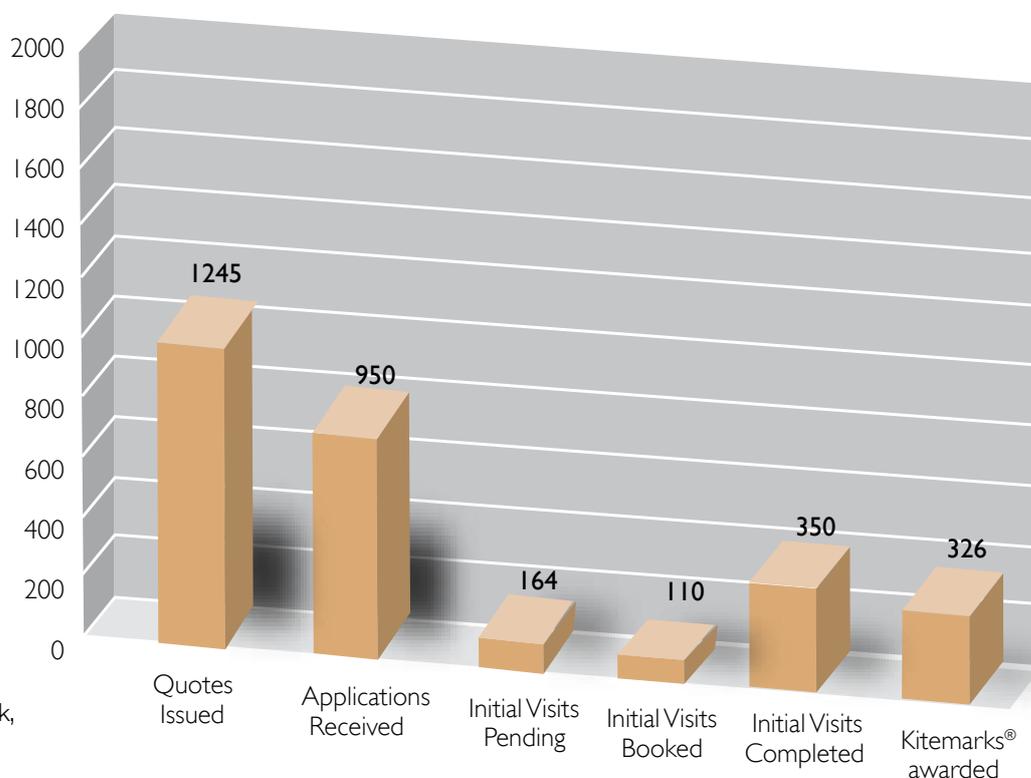
Aviva reported 45% had achieved Kitemark status

Allianz 47%

Chaucer 35%

And Esure were acknowledged and congratulated as they have 100%

An issue was raised with the availability of convenient training; however support from the group indicated that training and accreditation were available, if a proactive approach was taken. Nationwide provided the example of the 140 VDA's that have taken the ATA with Thatcham.



Correct as of 12.06.09

Scheme Issues

escribe

It was confirmed that the June escribe update included the "Is a recognised repair method required?" as presented at the last meeting. The guidance document is designed to clarify the process a repairer needs to follow, in the form of a flow chart. It provides a consistent template for repairers to use when creating a method from scratch.

BSI provided feedback gained from his experience on audits, in that a lot of people are not aware that such documents are available in escribe and documents such as these that help clarification are welcomed by BSI. The example of TL844 was raised.

The advice was to make such documents easier to find on escribe, and to spread the word that the guidance is there. BSI also suggested that such documents could be incorporated into the Thatcham Guide.

ACTION : Thatcham to investigate what can be done to make users more aware of the availability of such documents in escribe.

Inspector competence

The issue of inconsistency in auditing was raised. BSI reported that inspectors receive thorough training before being allowed to carry out audits and have to pass an observed audit by the Operations Manager before being allowed to carry out audits on their own.

All communication to the team of auditors goes through the Operations Manager, this includes regular updates through technical newsletters. Every report completed by an auditor is subsequently looked at by 3 people, and where there are issues, the Operations Manager gets involved.

BSI acknowledged that there are inconsistency issues in certain areas; however it was reinforced that there is a robust process for selection and maintaining technical competency.

The group welcomed issues concerning inconsistency be reported to BSI as unless they are aware, they cannot deal with them

BSI stated that they were happy to share with the group examples of the communication that the team of auditors receives. Auditors also all have to complete a number of CPD hours each year.

Consultants

BSI does use sub-contractors, currently there are 3. Primarily these are ex BSI employees, each of these is treated in the same way as a BSI employee.

Feedback from the Industry

Questions were raised as to where the industry could raise feedback. The Thatcham Technical Forum was suggested. Thatcham to relaunch the Thatcham Technical forum as a portal for industry feedback.

Welding

Thatcham provided information on the work of RIWAG, at the present time there is no new news to report.

Thatcham reported that they were investigating destructive testing, and carrying out a tensile test for every joining technique used. However, it was challenging to find a way to move forward with this as the destructive test needs to stand up to other industry pressures.



Paint

The issue of paint and it being used within the shelf life was raised. The current PAS125 requires products to be used within their shelf life and does not specify that this only applies to refinishing materials. BSI takes a random sample during an audit. A recommendation would be to label the products if a Best Before Date is not pre-existing, however this is not mandated.

BSI clarified the current position, whereby there is no current requirement for labels. However, the bodyshop does have to demonstrate that products are being used within their shelf life, and as such BSI highlighted the issue to the group that if a process that all products are labeled is in place, and then on inspection all products are not labeled, then the bodyshop is not conforming to its own defined processes.



Scheme Issues

Feedback from BSI

The Operations Manager gave feedback to the group on his experience in carrying out audits.

There has been a high non-conformity rate when auditors have inspected vehicles and items have been missed off the job card or the general repair quality is poor, there are problems with the competency in the final inspection of vehicles. On more than 10% of visits this is an issue where a job card has been signed off and the job is incomplete.

For pre-licences this year, there is a high incidence rate of no VDA ATA, the other three big issues are

- Quality of Repair
- Not following methods
- Competency

Direct Supervision issue

This is critically important when the method being used is not the exact method for the vehicle in question. Direct supervision requires a currently competent person taking a person through the repair techniques, not just ticking a box to say they have been supervised properly.

There is a need to communicate exactly what direct supervision is.

Estimating System Certificates

The VDA ATA is the accepted competence however, the issue of how to show competency in using the estimating system software was raised. Questions were raised as to whether there was a need, for example, for an Audatex licence.

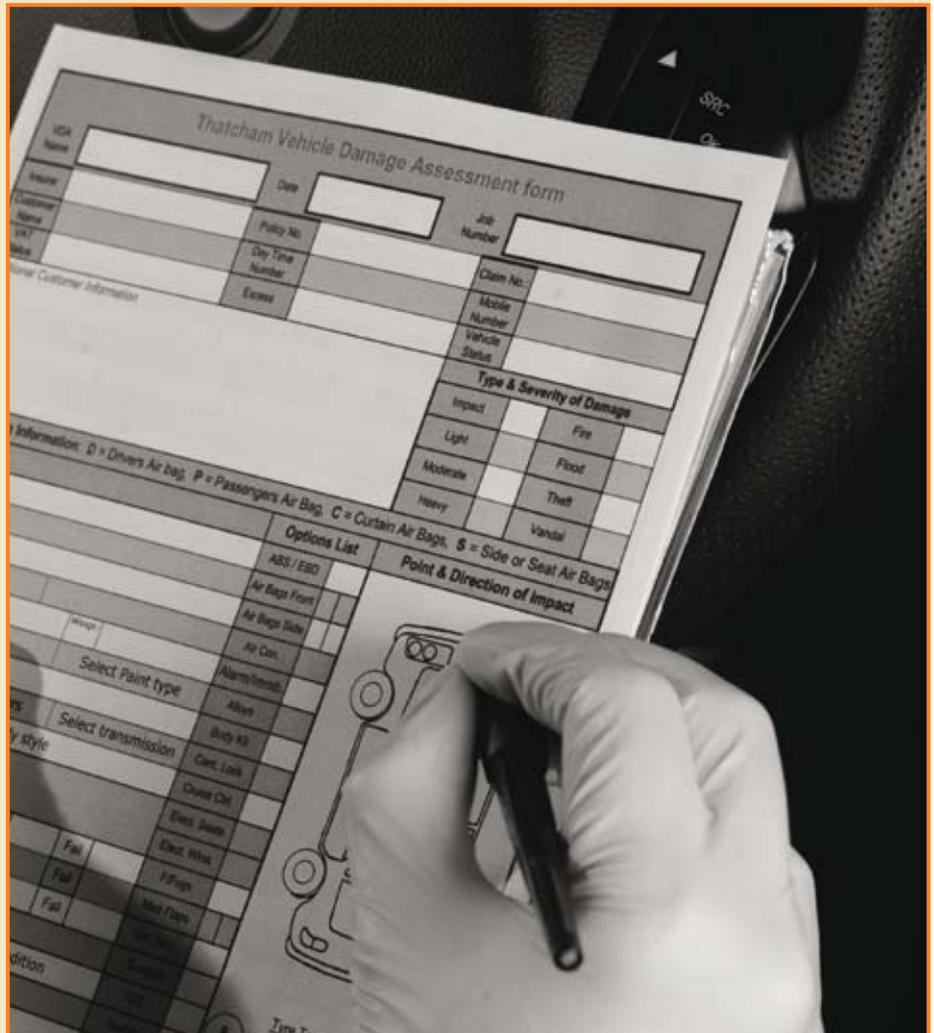
The BSI perspective was that this was a decision to be made in terms of training needs. BSI cannot mandate to a repairer that they have to be accredited even if Audatex mandate that you cannot use the software without training.

Consensus was that there was no correct answer, however the BSI view was that if there was software currently in use then they would expect to see evidence in the training records of training on the relevant software at some point.

However, this doesn't necessarily require a recertification process and does not require this training to be external, as long as there is documented evidence to support the history of training in the software, this would be sufficient.

Reports indicate that this approach has not consistently been adopted by auditors. This issue will be incorporated into the review of PAS125 Version 2 to make sure that this point is clear.

BSI to carry out analysis of audits and feedback to the group.





Update

The number of centres approved to run ATA assessments (as of 31 March) is as follows:

**Paint:21 Panel:16 MET:18 Glazing:4
VDA Part A:26 VDA Part B:2**

Centre numbers haven't changed dramatically since last reported, there are 26 now for ATA VDA Part A, of which 6 are only doing ATA VDA Part A.

IMI reported that in excess of 16,000 cards have been issued of which 4,423 are directly related to accident repair. The most significant movement in the number of cards issued is for VDA where 444 have now been issued.

New routes in development are ATA Parts relevant to the parts department and bonding, which will be part of Panel Repair.

There will be an ATA Assessors Assessment Certification Programme, where all ATA assessors will have to prove they have competency to assess. C&G are coming on board with the IMI.

ACTION : IMI to provide statistics on the ratio of insurance engineers and bodyshops in terms of VDA accreditation.

IMI to email figures to group.

IMI to email the 'reasons for failure' document, which will be continuously updated and circulated.

Certificates

IMI confirmed that certificates for ATA accredited technicians would be provided.

ACTION : IMI to confirm the date when the issuing of certificates would begin, it was not believed that the production of certificates would be backdated.

Methods & Technical Information

Bonding issue

The bonding issue was discussed further. The 3M training course (or other manufacturer training) was recommended to demonstrate competence and Thatcham highlighted the Newsletter in escribe, where step by step panel bonding is laid out, which is instructive and gives a best practice guide to follow, as well as giving guidance on what sealers can be used. Evidence that a person has been shown how to use the sealer is not an acceptable alternative.

IMI provided information on future developments, as presently there is no occupational standard for bonding but there will be in the future - at the present time it is not fully comprehensive but is a work in progress. By the end of 2009, there should be a UK operational standard; IMI acknowledged the input of RIWAG. Currently manufacturer's certification is best in the absence of anything else and is accepted.

Any Other Business

Aluminium signs received by Kitemark bodyshops from BSI are classed as marketing material and do not form part of the "Declaration of Conformity" referred to in the PAS125 document.

The "Declaration of Conformity" is the Kitemark certificate which contains the required information. This issue was quickly resolved and clarified on 18th June prior to the ABP Club meeting and was communicated at that time as well as directly to bodyshops.

ACTION : BSI will investigate this further.

Marketing of PAS125 scheme by BSI

Reassurance was sought by ABP Club that BSI would continue to provide marketing support for PAS125. BSI reported that although there is an allocated amount for marketing they would work with Thatcham and stakeholders to ensure the continued marketing of the scheme. Bodyshops too need to be proactive in marketing themselves. Case studies have been carried out and continued collaborative working is key to the marketing strategy. During the week of Thatcham's Triple Focus event, BSI launched its Automotive Extras pack to bodyshops to help them even further in promoting their Kitemark status. The packs have proved extremely successful and orders continue to come in. The pack includes aluminium signage, customer leaflets, posters, mirror hangers and van stickers and is available for £30 plus VAT and postage. Additional copies are available to purchase. To order go to www.Kitemarkautomotive.com and fill in the order forms.

ACTION : BSI representative will update the group on its marketing activities at each meeting.

For further information on the Kitemark[®], please contact either Thatcham or BSI:

**Thatcham – 01635 294826
www.thatcham.org/kitemark**

**BSI – 08450 765610
www.kitemarkautomotive.com**

NEXT MEETING

Meeting: No.16
Date: 29th September 2009
Venue: BSI, Hemel Hempstead

Thatcham