

How ready are you for Kitemark®?



Simply answer the following questions, add up how many As, Bs, Cs or Ds you get and see how ready you could be to achieving Kitemark status.

While this is not a formal or in any way a complete audit of your business and processes it will give you an idea about how your bodyshop measures up to the Kitemark and PAS125 criteria. It should help you spot areas where you may need to make changes or highlight where training may be required.

This means that by taking some action now you could be on your way to Kitemark certification. BSI can come and visit you to help you identify any areas that need to be addressed so you can be in the best shape possible to progress to Kitemark.

1. Are the following processes defined for your business?

(a) scope of repair work (b) employee training, competence and qualifications (c) repair methods to be used (d) equipment & tools available (e) materials available (f) a management process (g) record of inspections and outcomes

- A Yes – all B More than half C less than half D None at all

2. What does your repair process look like?

- A It is documented, filed and kept up to date B Most of it is documented
 C It is all in my head D I do not have a repair process

3. Do you have the following elements documented?

(a) People: job descriptions, reporting lines, training and development records (b) Repair methods: damage assessment, estimating, parts removal and replacement, finished, quality (c) Equipment & Tools: availability, types (d) Materials: parts, components, fasteners – source, ordering, refinishing, receiving, storage, issue

- A Yes – all these are defined and documented
 B Most of it is documented but in different places
 C It is passed on verbally
 D Nothing is documented, everyone does it differently

4. Do you have a staff induction session?

- A Yes – it reflects their role in the business, B Yes – a general overview of the business
 C Not usually D No induction is completed

5. Do you use a Technician Accreditation Scheme, NVQ programme or manufacturer competence programme?

- Yes No

6. How do you record and manage your technicians training and qualifications?

- A** Annual training needs are identified, training provided and the effectiveness verified
- B** Annual training needs are identified and training provided
- C** We leave it to the individual technician to determine
- D** We have no records

7. Do you have recognised repair methods readily available for your staff to consult?

- A** Yes **B** Usually **C** They have to ask **D** None available

8. Are you able to segregate materials and control activities to avoid cross contamination?

- A** Yes always **B** Yes usually **C** Not very often **D** No segregation at all

9. Do you have emergency operational instructions documented and available?

- A** Yes **B** Only for some activities
- C** We all know what to do **D** No instructions documented

10. Do you record the following information during the repair process?

(a) start date (b) finish date (c) repairer name/address (d) VIN, registration number, make/model/mileage of vehicle (e) detail of work done (f) name of technicians involved (g) jig/wheel alignment results figures (h) quality declaration signature.

- A** Yes – all information recorded
- B** Most of this information is recorded
- C** Less than half of this information is recorded
- D** None of the above is recorded

11. Do you keep a copy of this information and for how long?

- A** Yes – for at least 3 years **B** Yes – for one year
- C** No copy kept **D** No copy is produced

12. Have you determined the equipment required for the types of repairs completed and is it capable?

- A** Yes **B** Mostly
- C** No we have to borrow **D** We often make do with whatever tools we have

13. Do you record the following information on your calibration records?

(a) equipment identification (b) measurement reference (c) changes made to equipment (d) fault notification (e) confirmation of conformity after calibration (f) date it was last calibrated

- A** Yes – all of this is recorded **B** Only some of this is recorded
- C** Only one or two items recorded **D** Nothing is recorded

14. Do you have a record available of when your workshop equipment was last cleaned and maintained?

- A** Yes – all equipment **B** Sometimes **C** Rarely **D** Never

15. Where do you source parts from?

(a) OE - VM branded parts (b) OE – Manufacturer branded parts (c) Matching Quality – independently certified parts (d) other parts of a non-safety related status under a work provider agreement.

- A** Source from all the above as appropriate
 B Only use one or two of these sources
 C Not sure what the requirements are for non-safety related parts
 D Not sure of the sources of my material

16. Do you source refinishing materials from:

(a) directly or indirectly from VM (b) via supplier with evidence of suitability/compatibility?

- A** Yes – we use both sources **B** Only one source used
 C I have other sources **D** Don't use such materials

17. Are the parts you receive identifiable and traceable to the vehicle repaired?

- A** Yes **B** Sometimes **C** Not sure **D** No

18. Have you determined what materials/parts should be handled and stored to preserve their condition?

- A** Yes **B** Only for most dangerous items
 C Not sure **D** Have no records

19. Do you regularly check the best before dates on materials and take appropriate action?

- A** Yes **B** Sometimes **C** Rarely **D** Never check

20. When you need to change a repair process do you do the following:

(a) check that it works reliably (b) keep records of subsequent changes made to process

- A** Yes **B** Sometimes **C** Rarely **D** Never

21. If you use subcontractors do you have an agreement with them and do they meet the same standards as you?

- A** Yes **B** Mostly **C** Rarely **D** No

22. Do you record and maintain an "authority to repair" agreement for all work?

- A** Yes **B** Sometimes **C** Rarely **D** No

23. How often do you carry out an internal audit of repair processes?

- A** Once per year **B** Once every 18 months
 C Once every few years **D** Never do an audit

24. Do you have documented and available instructions on what to do if the internal audit highlights the need for corrective action, re-inspection and avoidance of recurrence?

- A** Yes **B** Not sure **C** No **D** Do not do internal audits

25. Do you have someone in your organisation who will look after, maintain and promote your Kitemark status?

- A** Yes **D** No

Mostly As:

Great news, you have some good systems and records in place and should find the adjustment to Kitemark easy to absorb into your business. Apply now and take the first step towards Kitemark.

Mostly Bs:

You have some good practices in your business but need to strengthen them in places and add some more detail to match the Kitemark standard. Why not apply and contact BSI to arrange a pre-audit visit so that we can help you prepare for your Kitemark applications.

Mostly Cs:

While your repair work may be satisfactory your systems, management and documentation is the main issue in matching Kitemark status. You may need to invest in some more training, equipment and processes. Why not apply and call BSI to arrange a pre-audit visit so that we can help you identify the areas you need to work on.

Mostly Ds:

You may wish to secure the services of a specialist consultant to help you develop the necessary procedures. BSI may be able to help you identify such a person.

**Apply online at www.Kitemarkautomotive.com
or call 08450 765610 for an application form**

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