



BSI Kitemark™ for Vehicle Damage Repair

Information for
body shops and repairers

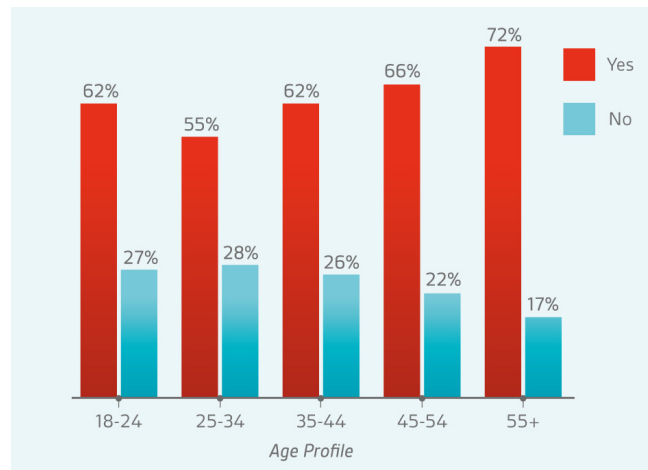
bsi.

...making excellence a habit.™

Changes to the BSI Kitemark™ for Vehicle Damage Repair create new opportunities for your business — at **no additional cost**

Since its launch over 10 years ago, the BSI Kitemark for Vehicle Damage Repair has been helping garages and body shops win the confidence of work providers and retail and fleet customers. Car makers and insurers are increasingly less likely to approve repairers without it; motorists see it as the mark of a company they can trust. In independent research carried out in 2012*, 84% of drivers said they'd feel more comfortable going to a 'Kitemarked' repair centre, and a survey two years later reported similar results — across all age groups.

The graph represents the percentage of respondents who recognize the BSI Kitemark in a given age group.



“Being associated with the widely recognised and trusted BSI Kitemark has not only enabled us to become an approved body shop for two national insurance companies, it has opened up more partnership opportunities for our business and showed our customers that we are truly serious about safe repairs.” **Trevor Reeve**, Chairman, Pentagon Group

The BSI Kitemark for Vehicle Damage Repair is much more than a marketing and promotional tool, though. Based on the British standard BS 10125, it covers all aspects of a car-repair business — from technical competence to customer complaints procedures and staff training — and provides a stable and solid platform for business development and growth. It's a tool for continuous improvement and risk mitigation and management. BSI teams bring their experience and knowledge to help you solve problems, keep pace with changes in the car industry, reduce the number of customer complaints and avoid rework costs.

Put simply, the BSI Kitemark makes your business better.



BSI Kitemark: the business case



92% of repairers said that BSI Kitemark inspectors were **experts in their fields** and delivered an excellent service



72% saw **improvements** in the quality of their repairs



95% said their staff were **better trained** as a result of the Kitemark scheme



63% saw an **increase in the efficiency** of their processes



80% saw reduced operational risk

* An independent study conducted via OnLineBus for BSI. A total of 923 British adults aged 16+ were interviewed. Interviewing was conducted by online self-completion from 11th – 15th October, 2012. The sample was weighted to represent the 16+ population of Great Britain.

Changes to the scheme, introduced in August 2017, have increased and consolidated the benefits.

Why the re-launch?

There was a clear rationale for re-thinking the BSI Kitemark for Vehicle Damage Repair: we believe standards — and our service — must evolve in line with the wider business environment and the changing expectations of our clients' customers. We wanted to build on BS 10125 and offer something 'extra' to give the BSI Kitemark even more meaning in the marketplace and help make our clients even more competitive.

What do the changes mean?

Essentially, there are now 3 new options under the Kitemark for Vehicle Damage Repair Scheme:

1. An announced visit — the chance to break out of the normal BSI inspection cycle if you've performed well in the previous two visits and meet certain other criteria, e.g. no-one has complained to BSI about you. (We recognize that 'spot checks' can create additional stress and disrupt customer service and workflow, and believe them to be unnecessary in cases where a client has already demonstrated consistency and a commitment to quality, reliability and safety.)
2. Annual BSI certification to Cyber Essentials, the government scheme that, partly through external testing of Internet-facing networks and applications, reassures customers their data — and their customers' data — is safe and secure.
3. BSI assessment against the FCA customer complaints procedure — the opportunity to bring procedures into line with those used by FCA-regulated insurance companies and hence clearly demonstrate due diligence to work providers.

Those who qualify for the first option will automatically be shortlisted for the Kitemark Excellence Award at the British Body Shop Awards.

We think that these changes reflect the realities of the workplace today and will help strengthen our clients' commitment to continuous improvement and best business practice.



“We believe the BSI Kitemark BS 10125: 2014 standard endorses the correct standards for Man, Method, Material and Machine, covering all aspects required to deliver consistent levels of quality to ensure customer satisfaction and safety is delivered in every repair” **Adam Murray**, Motor Technical Manager, Aviva, UK

How much will the options cost me?

Nothing. They're free, part, if you like, of our Kitemark 'package'. We will, though, charge a standard fee, if you fail the Cyber Essentials test twice and would like to try again.

Are the options open to all clients?

Numbers 2 and 3 are. Those on the Small Body Shop Scheme (i.e. those with no more than 7 members of staff in total) who receive only one visit a year don't qualify for number 1. They will, just like larger companies, be eligible for automatic entry for the BBA Kitemark Excellence Award if they consistently demonstrate outstanding performance.

Doesn't the first option damage the credibility of the Kitemark scheme?

No. We see an announced visit as a reward — an incentive to maintain standards. What's more, you lose the 'right' to the option if you don't continue to perform well: when an announced visit uncovers any major non-conformities or more than six minor ones, the normal 'cycle' of 6 monthly unannounced checks automatically re-starts.

Does the core scheme remain the same?

Yes. The recent revisions are designed to complement our 'old' approach, and BS 10125 remains the foundation of the scheme.

What's more, the eligibility criteria remain unchanged. Any car repair business — large or small, independent or a franchise, operating from fixed premises or mobile facilities can apply for a BSI Kitemark licence. We continue to Kitemark the same comprehensive range of work — from cosmetic repairs and auto glazing to the replacement of structural parts — and the only real exclusions remain major repair processes for public service vehicles, heavy commercial vehicles or HGVs or other non-passenger vehicles such as fork-lift trucks.

As ever, our aim is to respond flexibly to the needs of our clients: businesses can still extend the scope of their BSI Kitemark licences as they grow and develop or take on different kinds of work.



“It was essential we worked to achieve the BSI Kitemark as there is no other symbol in the world that denotes such high quality and trust.”

Mark Baldwin, Managing Director, East Bilney Coachworks

How much support will I get from BSI?

The level of support you can expect from us also remains the same. Our teams haven't changed. We'll continue to use our knowledge and experience in the interests of our clients, and we'll continue to provide marketing support to help them promote their Kitemark to their customers.

How do I find out more?

Get in touch with us. Whether you're new to the Kitemark or an existing licence holder wanting more information on the changes to the scheme, we'd love to hear from you.

Contact BSI

Visit bsigroup.com/bs10125

Email product.certification@bsigroup.com

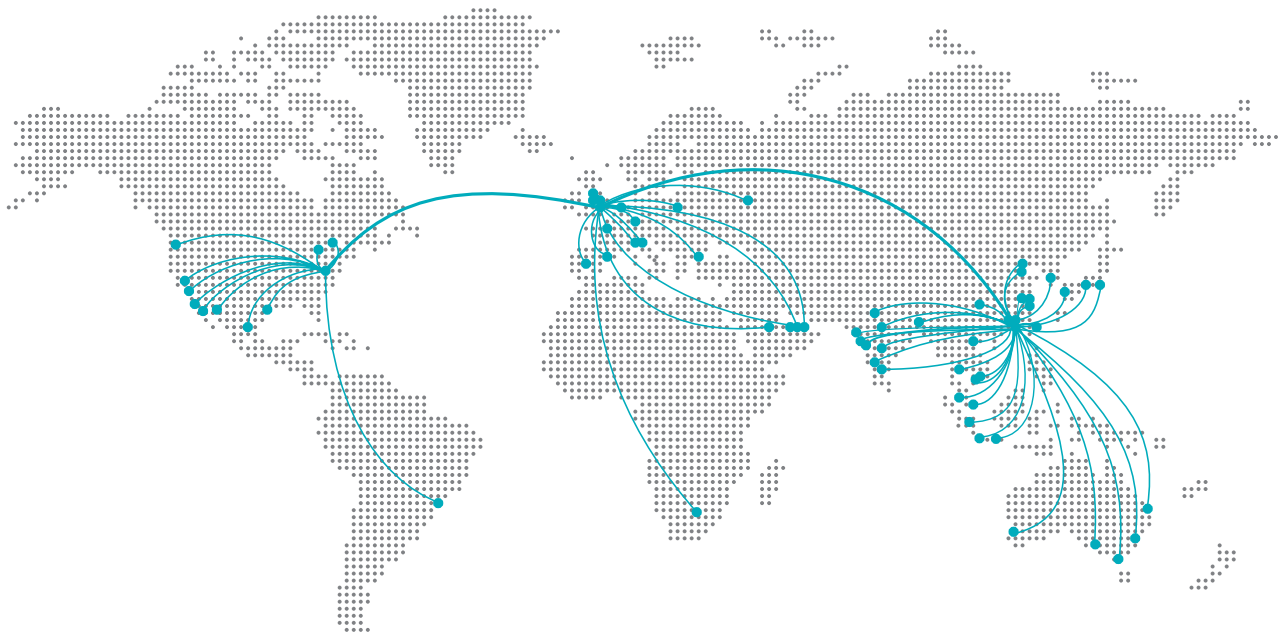
Call **0345 0765 606**



BSI Kitemark Scheme for Vehicle Damage Repair

BSI Kitemark journey: ten steps to a better business

- 1 Buy the standard BS 10125:2014**
You can get a copy by telephoning us on 020 8996 9001 or visiting the BSI Shop
- 2 Check you're eligible**
Our checklist will give you a clearer idea of what repair activities are covered by the BSI Kitemark for Vehicle Damage Repair scheme, and the sort of questions our client managers will ask
- 3 Close the 'gaps'**
If you're worried you'll fall short of the required standard, ask us to carry out a 'gap analysis'. Our report will highlight any problems — and help you solve them
- 4 Apply**
Once you're familiar with the requirements, make your application to BSI
- 5 Arrange a review**
Ask your BSI Kitemark inspector to review your readiness for assessment and highlight anything you need to address
- 6 Consider your options**
Decide whether you want to include Cyber Essentials and assessment for FCA conformity as part of the process
- 7 Arrange a pre-licence audit**
If all the requirements are in place for BS 10125, we will assess your internal procedures and controls
- 8 Qualify for the BSI Kitemark**
BSI will independently review the audit and, if all is as it should be, confirm your certificate
- 9 Get your certificate(s)**
BSI will issue your Kitemark certificate — and any others you're entitled to — and advise on how you can use the Kitemark for Vehicle Damage Repair for marketing and promotional purposes
- 10 Maintain your compliance**
Once you've achieved the BSI Kitemark and any other certification we'll monitor your commitment to safe, reliable repair regularly



About BSI

BSI is the business standards company that helps organizations make excellence a habit — all over the world. We have 58 offices, serving more than 65,000 customers in 150 countries. Established in 1901, we were the world's first national standards body.

Exclusive to BSI, the Kitemark symbol has been a trusted quality mark for more than 100 years and appears regularly in league tables of Britain's most powerful

brands, compiled by independent research company Superbrands.

As well as providing independent third-party testing and certification for products, we certify organizations to a wide range of international standards, including ISO 9001, ISO 14001 and OHSAS 18001. We are also a notified body for European Directives.

If you have any further questions

Visit: bsigroup.com/bs10125

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