



The BSI Kitemark™ for Vehicle Damage Repair assures DG ACR Ltd's prestigious customers of a job well done



DG ACR Ltd has grown to become one of the UK's leading vehicle accident repair specialists. Its vast workshop in Knottingley, West Yorkshire harnesses state-of-the-art technology with over 30 years' practical expertise in crash repairs. It is an approved repairer for Volkswagen and Mercedes – contracts that are notoriously difficult to win – and for top insurers and accident management companies.

DG ACR's decision to pursue BSI Kitemark certification to BS 10125 for Vehicle Damage Repair was partly in response to advances

in technology in the automotive sector – it felt it needed independent validation of its capabilities in this area. This factor then combined with the realization that the audit standards required for BS 10125 aligned closely with the stringent criteria needed to win business from Mercedes and Volkswagen. Although the company already had an excellent reputation, it knew that approval from such a universally respected certification body as BSI would greatly enhance its standing.

DG ACR's BSI Kitemark for vehicle damage repair, together with its commitment to ISO 9001 for quality management, demonstrates the company's dedication to the highest standards in the accident repair sector. Next, it plans to achieve BSI certification to PAS 2060 for Carbon Neutrality.

Find out more at [bsigroup.com](https://www.bsigroup.com)





“The BS 10125 standard is more important than ever because vehicles are so technical nowadays. Driver safety is critical. By choosing a damage repairer with BSI Kitemark certification, our customers can be absolutely confident that staff are well trained from a technology and a practical point of view to carry out high quality, safe vehicle repairs. They recognize the prestige attached to the BSI Kitemark symbol.”

Dean Gawthrope, Director,
DG ACR Ltd

Client challenge

Attention to detail and pursuit of excellence are critical in the vehicle repair sector. For obvious reasons, there is no room for error when you are taking in an accident-damaged vehicle and returning it to the open road with a guarantee of safety. DG ACR Ltd was determined to achieve ongoing quality assurance through repeated and rigorous safety checks and audits. It wanted a way to improve staff training and technical competence, differentiate itself from the competition, and demonstrate its commitment to achieving accident repairs of the highest standard.

BSI solution

The company's solution lay in BSI certification to the BS 10125 Vehicle Damage Repair Kitemark. The BS 10125 standard sets out the best approach for conducting safe, high-quality repairs to damaged

vehicles, and BSI Kitemark certification to it is recognized by major automotive manufacturers and insurers as assurance of the highest repair standards.

The route to the Kitemark required adaptability on the part of the staff to adjust to changes in processes and job roles. But all staff embraced BS 10125 because they were already used to stringent quality procedures.

The result is that DG ACR Ltd has successfully implemented systems and processes necessary to offer its customers high quality repairs with lifetime guarantees, giving them confidence to do more business. The BSI Kitemark itself is a universally recognized symbol, which the company displays in its workshop, so all stakeholders are reminded at a glance that DG ACR Ltd has high level technical competence and the right management systems in place.

Why BSI?

Dean Gawthrope comments: “BSI’s heart lies in standards, and we wanted to be associated with that level of quality. The BSI brand and Kitemark help us stand out from the crowd.”

