

KITEMARK SCHEME DOCUMENT



AUTOMOTIVE GARAGE SERVICES

SERVICE AND REPAIR OF VEHICLES

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This scheme document complements the Kitemark Licence Conditions of Contract.

NOTE: Kitemark Licensees are bound by the Kitemark Licence Conditions of Contract and the disciplinary procedures and sanctions set out herein.

1. INTRODUCTION

The Kitemark scheme is a voluntary scheme covering the service and repair of automotive vehicles in accordance with the requirements defined in PAS 80:2005. The scheme does not cover the repair or servicing of public service vehicles, heavy commercial vehicles or heavy goods vehicles or other non-passenger vehicles such as fork lift trucks.

The scheme does not cover M.O.T. (Ministry of Transport) testing. Any subsequent or additional repair work is, however, covered.

A Kitemark licence will identify the specific work categories for which the garage has demonstrated technical and customer service competencies, i.e. servicing, braking systems, engine and vehicle electrical systems, engine mechanical, transmission systems, air conditioning, wheel alignment and steering and supplementary restraint systems, with or without diagnostics.

The following information provides guidance on the scheme requirements, the application process and ongoing surveillance of Kitemark Licensees.

2. SCHEME REQUIREMENTS

2.1 General

2.1.1 Conformity

The scheme requirements include conforming to all the requirements set out in the publicly available specification PAS 80:2005 (clauses 3 to 9) and operating a service quality system that ensures the technical and service standards are maintained. In addition, Licensees must comply with the Kitemark Licence Conditions of Contract.

The service quality system should be based on the “quality framework for automotive garage services” contained in Annex A of PAS 80. The effective implementation of a quality management system made applicable to automotive garage services and conforming to BS EN ISO 9001 or equivalent, and addressing the specifics contained in PAS 80 and its Annex A, would be regarded as meeting the service quality system requirements of the Kitemark scheme.

2.1.2 Technical Competence

Technicians engaged in servicing or repair of vehicles must demonstrate current technical knowledge and competence relevant to their individual job role based on National Occupational Standards through a recognized technician accreditation scheme.

Technicians seeking an NVQ or SVQ based on the technical national occupational standards are required to take and pass centrally determined tests in order to test underpinning knowledge described in the technical units and complete tasks in the workplace or in a realistic working environment, in order to confirm occupational competence.

Automotive Technician Accreditation (ATA) (<http://www.automotivetechnician.org.uk>) governed by the Institute of the Motor Industry (IMI) and the IRTEC Licensing Scheme operated by the Society of Operations Engineers (www.irtec.org.uk) are recognised programmes for the purposes of the Kitemark scheme.

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By the time of the initial inspection visit, a garage should aim to have their technicians accredited in the respective disciplines, e.g. servicing, diagnostics, etc, to cover the scope of their Kitemark application. The composition of the workforce holding valid technical accreditation at the relevant level should therefore reflect the business activity of the organisation.

2.1.3 Conciliation & Arbitration

Garages should be members of an independent arbitration scheme. The following independent conciliation and arbitration service is recognised for the purposes of the scheme:

The BSI Kitemark Scheme for Automotive Services Alternative Dispute Resolution Service, operated by DRS-CI Arb, a Division of the Chartered Institute of Arbitrators, 12 Bloomsbury Square, London, WC1A 2LP . Tel: 020 7421 7444 <http://www.drs-ci-arb.com/Consumer/Index.asp>

Consumers may, if they choose, refer disputes to a relevant arbitration scheme where they cannot be resolved through a conciliation service, or are not resolved within fourteen days. Garages will be bound by any decision made under such schemes and are obliged to report such decisions to BSI so it can consider what action to take in relation to them. Consumers may also be bound by the decisions.¹

2.2 Kitemark Pre-Licence Initial Inspection Visit

To become a Kitemark Licensee a garage has to demonstrate conformity with the scheme requirements through an initial inspection by a BSI representative.

This pre-licence inspection includes an audit of the garage's control of service quality (or quality system), pre-contract and initial contact activities, contract documents, service delivery and customer satisfaction.

2.2.1 Technical and Customer Service Inspection

The BSI representative will visit the garage and audit the technical and customer service provision and delivery of the vehicle service and repair activities against PAS 80:2005 and report the findings to the BSI Scheme Manager. The audit will include an audit of the service provider's monitoring of customer satisfaction carried out after completion of activities. See PAS 80:2005 Clause 9 Customer satisfaction.

2.2.2 Quality System Audit

During the inspection visit, the BSI representative will audit the service provider's quality system (quality framework) covering the control of the technical and customer service activities to ensure that the requirements of PAS 80:2005 are consistently achieved. The findings are reported to the BSI Scheme Manager.

There are three degrees of non-compliance applied to this scheme:

- Observation: Affords no risk to the technical or customer service but must be dealt with before next inspection visit.
- Issue: Affords no risk to the technical or customer service when dealt with within a suitable time period.
- Non-conformity: Affects the technical aspects of servicing and repair or service delivery so that there is a risk that services which do not comply may be offered or provided to customers. A non-conformity requires corrective action and normally a further or part inspection.

¹ The customer may become liable for reimbursing the Kitemark Licensee's case fee should the arbitrator decide that the customer has acted unreasonably and caused the Kitemark Licensee unnecessary expense.

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- **2.3 Kitemark Licensing**

2.3.1 Licence Recommendation

Where the quality system, service provision and delivery meet the scheme requirements, the BSI Scheme Manager will make a recommendation to issue a Kitemark licence for the garage location concerned.

Where serious concerns are raised or non-conformities identified during the inspection visit a further visit will be necessary at an agreed time to allow for corrective actions to be fully implemented and known to be effective. (This will extend the pre-licence work for which a charge of up to £500 will become payable).

Where observations are recorded during the inspection visit it may be appropriate that the matter can be addressed without the need for a re-inspection visit.

2.3.2 Kitemark Licence Issue

Once the BSI Scheme Manager's recommendation for licensing has been accepted by the BSI Certification Manager, a licence will be issued giving permission for the garage to use the automotive services Kitemark.



Licensees of the Kitemark scheme are subject to continuing surveillance by BSI to ensure that they continue to conform to the scheme requirements. This will include unannounced visits to garages, independent feedback from customers and mystery shopping.

2.3.3 Use of the Kitemark

BSI document "How to use the Kitemark" provides guidance on the correct display of the Kitemark.

The use of the Kitemark may extend to all forms of transport used by the licensee in connection with its servicing and repair of vehicles business, garage signage, courtesy vehicle livery, workwear, protective covers and floor mats, promotional merchandise such as personalised service reminder stickers, keyrings, pens, mugs and service record books and customer feedback forms, subject to the licensee's name appearing in close proximity. The Kitemark should not be used on promotional items where it may imply the item itself is Kitemark certified.

In addition, Licensees may use the following application of the Kitemark on transport:



Where other marks are authorised for use, these shall be displayed strictly in accordance with the issued guidance.

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2.4 Continuing Surveillance

2.4.1 Surveillance Visits

Kitemark Licensees will receive a visit from a BSI representative within six months of Licence issue and annually thereafter to carry out a full inspection against the requirements of PAS 80 and to monitor continuing conformity to the requirements of the scheme. These visits will be unannounced.

The duration of visits is dependent on a number of factors, including the number of staff and previous record of conformity. The first visit following the first issue of the Kitemark licence will include an audit of the effectiveness of any corrective actions arising from noncompliances identified earlier or concerns from customer feedback.

2.4.2 Customer Feedback

Customer feedback will be sought from consumers, customers and service users of the Kitemark Licensees' services. The results will be analysed by the BSI Scheme Manager and any issues raised with the garage concerned. Complaints from customers should, in the first instance, be handled by the garage concerned through its own customer feedback process.

Consumers, customers and service users may make complaints to BSI about a Kitemark licensee's non-compliance with the scheme's requirements. BSI endeavours in all cases of a justified consumer complaint to gain the acceptance of the complainant that the matter has been resolved to their satisfaction. The disclosure of personal data to a third party may, in some cases, be necessary for the purpose of resolving a complaint.

2.4.3 Mystery Shopping

The Kitemark scheme includes a programme of mystery shopping to determine the extent to which member garages fulfil their obligations to consumers, customers and service users under the provisions of the scheme. The programme includes random fault-format mystery vehicle shopping techniques. The mystery shopping programme commences immediately on issue of the Kitemark Licence and normally a mystery vehicle shop will take place not later than three months from licence issue. Where non-conformities are identified an increase in surveillance activity will arise at the expense of the garage concerned.

The frequency of mystery shopping is based on the history of technical compliance of the garage concerned.

Where customer feedback suggests a concern regarding nonconformity to the requirements of the PAS, the garage concerned will be subject to targeted mystery (incognito customer) shopping by BSI to determine the extent of any non-conformity.

3. CLAIMS OF CONFORMITY

Kitemark Licensees must comply with all aspects of PAS 80 at all times and display the Kitemark with accompanying information and markings in a manner agreed by BSI, indicating conformity with the requirements of PAS 80.

All Kitemark Licensees must declare conformity to PAS 80 in a format that includes the following information:

Name and address of the garage;
Number and date of the specification i.e. PAS 80:2005.

The Kitemark must be prominently displayed in the customer-facing area of the garage. A framed Kitemark presentation certificate and other merchandise is available from BSI Product Services.

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4. SANCTIONS

BSI sanctions in the event of a non-conformity by a Kitemark licensee.

The sanctions include:

- rectification and action to prevent recurrence within a defined time limit in regard to an observation, concern, or non-compliance with a procedure that has not compromised the service provided to the customer,
- rectification and action to prevent recurrence within a defined time limit in regard to a non-conformity that has compromised the service provided to the customer, and a follow up visit by BSI to determine the effectiveness of corrective actions,
- suspension of the Licence to use of the Kitemark for a nonconformity that has compromised the service provided to the customer, with rectification and action to prevent recurrence within a defined time limit and, depending on seriousness of the nonconformity, a warning notice of cancellation proceedings being invoked in the event of failure to take effective corrective action within the defined timescale, a follow up visit by BSI to determine the timeliness and effectiveness of corrective actions, and an increase in frequency of surveillance visits.
- Licence cancellation for persistent failure to take corrective actions within defined timescales. Cancellation of a Kitemark licence arising from such actions are publicised by BSI.

A Kitemark Licensee may appeal against or have reviewed any decision of BSI in respect of the above. An appeal panel will be appointed by the BSI Kitemark Certification Scheme Committee which is independent of BSI and the decision of the majority of the appeal panel will be final and conclusive.

An applicant or Kitemark Licensee may present their response to reported non-compliances to BSI prior to any disciplinary decision or action being taken. They may present to BSI further evidence or supporting details at any time prior to serving notice of a formal appeal.
