



Kitemark® Automotive Garage Services Self Inspection Checklist

By working systematically through the following checklist any gaps between current practice, processes and procedures and the quality arrangements of the PAS 80 Kitemark scheme will become apparent.

Simply record the response to each question in the Notes column provided. This will serve as a useful aide-memoir when assessing your working practices and in preparation of the Service Quality Manual and related procedures.

	Question	Notes
1	Do you have terms & condition's that covers warranties, charges and cancellation rights?	
2	What happens should extra work be discovered during normal work?	
3	Are your Terms and Conditions displayed to customers?	
4	Do you have a menu style pricing, is it displayed?	
5	Do your invoices make reference to your terms & conditions?	
6	What training have your Technicians undertaken in the last 5 years?	
7	Do you have arrangements with a conciliation service?	
8	What happens should a job run over or become delayed?	
9	Do you have a customer waiting area, is it clean and presentable?	
10	Is the workshop area presentable?	
11	Do you have a reception area? Is it possible to discuss matters privately?	
12	Do you have a system of inspecting a vehicle prior to commencing work?	
13	What records concerning each customer are kept? E.g. service/repair work/contact	
14	Are an individuals responsibilities for ensuring customer service quality defined?	
15	Do you have a service quality manual?	
16	Do you have any system in place to control, customer-related processes, customer service improvement, purchasing, personnel and equipment?	
17	Who has responsibilities for health and safety?	
18	Do you have records of any health and safety training?	
19	Do you have written instructions that explain all customer related processes from preparing quotations through to invoicing on completion of work and customer feedback?	
20	Who is responsible for updating and distributing the service quality manual?	
21	How do you monitor customer service activities?	

PS 205 Issue 3
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	Question	Notes
22	What targets are set for customer improvement?	
23	How are customer service improvements measured and reported?	
24	How is customer satisfaction monitored?	
25	Have you identified an individual who is the contact for customer complaints?	
26	Do you have a system to manage customer complaints?	
27	What provision is made for conciliation and arbitration when a customer complaint cannot be resolved?	
28	What subjects are covered in the workplace induction for staff?	
29	Who ensures that the competencies and training records of all personnel involved in servicing and repair activities are maintained and up to date?	
30	How is the quality policy of the organisation brought to the attention of all staff?	
31	What continuing professional development learning programme exists for staff?	
32	How is the competence of customer-facing staff established?	
33	How is the technical knowledge and competence of technicians established?	
34	How are customer service activities monitored? What methods are used and what is the frequency of routine checks and inspections?	
35	Where are vehicle manufacturers recommended service schedules held?	
36	Are any elements of repair work, such as fitting of tyres and exhaust systems, subcontracted, if so, how is subcontracting controlled?	
37	Are technical inspection records held that confirm vehicles are checked for satisfactory operation on completion of work?	
38	Do you have written instructions for corrective action, remedial action and re-inspection?	
39	What current system do you have to prevent the recurrence of complaints and dissatisfaction?	
40	How do you exercise care with the safeguarding of customer's property?	
41	Is there a secure key management system for customer vehicle keys in place?	
42	Are maintenance schedules for workshop equipment kept?	

Please note that this is only a sample of the inspection questions, all elements contained in the PAS 80 document are assessed at the time of the inspection.

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PS 205 Issue 3
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