



Thatcham BSI Kitemark® for Vehicle Body Repair

Frequently Asked Questions

1. Who is BSI?

- BSI is an independent, non governmental organisation.
- Because of this it can implement quality and certification schemes with impartiality and integrity.
- Whilst BSI writes industry standards it also has its own certification mark – the Kitemark, recognised by 82% of the UK adult population.

2. Who is Thatcham?

- Thatcham is a not-for-profit organisation which was established in 1969 by British Insurers. The Centre is independently operated with a Board of Directors drawn from amongst the 31 insurer members who fund the work.
- Thatcham's main aim is to carry out research targeted at containing or reducing the cost of motor insurance claims, whilst maintaining safety and quality standards.

3. Why BSI for this project?

- As an independent, non governmental organisation BSI today lead the world in advocating, defining and implementing best practice in a way that delivers real commercial advantage to our customers.
- As a National Standards body, Thatcham were assured of getting the benefit of our all round expertise and experience in standards writing an implementation.

4. Why do we need a Standard?

- Repair is no longer simply an isolated task; it is part of a whole process from dealing with the accident itself, providing a collection service, providing a replacement vehicle, carrying out the repair and delivering the repaired vehicle at the agreed time.
- Repairing modern, technologically advanced motor vehicles has never been more challenging. Higher quality and complexity in vehicle body design has increased the training needs and competency levels for technicians engaged in body repairs. Work providers now have more choice of where repairs are carried out.

5. Why now?

- The industry must act now to be able to address and keep pace with technological advances.
- We need to give confidence to all those who place work with repairers – insurers and fleets all of whom are becoming increasingly concerned about vehicle technology, repairing these vehicles safely and the resultant duty of care implications. They need to know they are using repairers who adhere to these exacting standards.



6. The UK Crash repair sector already has a number of standards and codes, so why do we need another?

- While there are a number of standards already existing in the sector, the majority of these address consumer facing concerns.
- PAS 125 differs from other standards and codes as it is a technical specification dealing with processes and procedures directly related to the repair of accident damaged vehicles.
- There is significant support for “one common repair standard” from leading stakeholders within all sectors of the crash repair industry.

7. What is PAS 125?

- PAS 125 is owned and maintained by BSI, the National Standards Body
- PAS 125 is the industry agreed technical specification for the process of vehicle body repair. It provides body-shops with the processes and procedures directly related to the safe repair of accident damaged vehicles.
- PAS 125 details minimum requirements for competent personnel, appropriate and well-maintained equipment, suitable repair methods and quality for repair materials.
- The PAS focuses on the four key elements of repair – methods, people, equipment and materials, as well as repair process management, with an emphasis on continual improvement.

8. What is the difference between PAS 125 and the Thatcham BSI Kitemark®?

- PAS 125 is a technical specification
- The Thatcham BSI Kitemark is a certification mark which actually demonstrates that a company meets the requirements of PAS 125 and the Kitemark scheme protocol on an ongoing basis. The Kitemark has an unrivalled public recognition (82%) providing confidence that accident damaged vehicles can be repaired to the latest standards by the exclusive use of Thatcham trained auditors qualified by BSI.
- The Thatcham BSI Kitemark is second to none because it is based on industry agreed standards, involves Thatcham trained auditors, qualified by BSI and provides impartial certification.

9. What is the difference between ISO 9001 and Thatcham BSI Kitemark®?

- ISO 9001 registration means that the company has demonstrated its capability to operate a quality management system in compliance with the requirements contained in ISO 9001.
- The Thatcham BSI Kitemark shows that a bodyshop carries out crash repairs in accordance with the requirements of a vehicle body repair standard (PAS 125) and has been independently audited by BSI. PAS 125 is a vehicle body repair process specification, not a specification for quality management systems.

10. What is the difference between what BSI is offering for PAS 125 and what other bodies are offering?

- BSI, the National Standards Body, in partnership with the Motor Insurance Repair Research Centre (Thatcham) owns and maintains the industry agreed publicly available specification for vehicle body repair (PAS125)
- The associated BSI Kitemark has unrivalled public recognition (82%) providing confidence that accident damaged vehicles can be repaired to the latest standards.
- The Thatcham BSI Kitemark has unrivalled support from leading insurers, work providers and key industry stakeholders and has been accepted by the industry as the most recognised and effective “quality assurance” mark and it is the industry, made up of insurers, repairers and their representing trade organisations who required this as part of the steering group.
- The BSI Thatcham Kitemark exclusively uses Thatcham trained auditors qualified by BSI



11. How much does it cost?

- Cost will be around £2,500 per year. The approximate cost for an average sized organisation applying for Level 2 certification will be £2,500 per annum. The numbers of technicians and level of certification required will ultimately determine final costs. When enquiring it will therefore be necessary to state the number of technicians and level of certification required.
- The full Thattham BSI Kitemark will involve 2 days of initial assessment, with a surveillance visit - normally within the first 3 months. Subsequent years will involve 2 detailed and unannounced surveillance visits and the continuing use of the Kitemark.
- To aid body shops with their financial planning BSI also offer a direct debit payment plan
- Securing motor insurance related work and the added value of the Kitemark for retail work is often more important than cost

12. What do I get for the money?

What are the steps in the process?

- Contact BSI on 08450 765610 or email ps.kmservices@bsi-global.com who will send you an application pack and advise on what you will need to do
- Purchase a copy of PAS 125 (using the above contact details)
- Arrange training if required
- Arrange a gap-analysis if required
- Make your application for Thattham BSI Kitemark
- Initial Assessment will be arranged
- You will receive your Kitemark licence (assuming successful completion of the initial assessment)
- Maintain compliance and ongoing assessments

13. How long will it take me to gain the Kitemark®?

- This very much depends on your individual company circumstances and how close you already are to meeting the requirements of PAS 125.

14. How do I get a copy of PAS 125?

- From BSI – email: ps.kmservices@bsi-global.com or telephone 08450 765610

15. What is the Kitemark®?

- The Kitemark is one of the most well known and respected product certification marks in the world and is recognised by 82% of the UK adult population.
- It is a certification mark that demonstrates that BSI has checked the product or service and that it meets the requirements of the latest applicable standards.
- The Kitemark delivers 3 key business benefits: Increases business - Reduces costs - Manages risk
- 69% of those who recognise the Kitemark state that they are prepared to pay more for a Kitemark product
- 75% of those who recognise the Kitemark state that the Kitemark helps them choose between products and services
- The Kitemark shows you can be trusted - and you're serious about safety



16. What does the Kitemark® Vehicle Body Repair Scheme cover?

- Based on the technical specification – PAS 125 – the Thatcham BSI Kitemark for vehicle body repair scheme focuses on 5 key elements of the repair process – people, methods, materials, equipment and process management.
- A Kitemark licence for vehicle body repair can be awarded in any of the three repair types: Cosmetic, Structural – Steel, Structural – Aluminium & Composite
- **Cosmetic** - This repair type covers basic damage such as dents, bumper scuffs, minor paint or panel damage. Your expertise should include having SMART trained personnel, panel, M.E.T and paint skills and the use of recognised repair methods. Such repairs can be carried out from a permanent site or mobile van unit.
- **Structural – Steel** - Repair of this type involves replacement and repair of quarter, rear or sill panel(s), welded and bonded parts and severe damage repair, requiring replacement of structural components such as chassis, Ultra High Strength Steel and bodyshells. Skill requirements include traditional panel and paint skills, accredited bonding, joining and welding as well as the use of recognised repair methods.
- **Structural – Aluminium & Composite** - This type covers repairs to vehicles with a specialist structure, which will require using specific methods in composite construction techniques when handling aluminium, carbon fibre and plastics. Skill requirements include traditional panel and paint skills, accredited advanced bonding, joining and welding techniques as well as having personnel with up to date expertise in specialist materials.
- **Note:** 'Structural – Steel' includes 'Cosmetic' and any welding or bonding operations. 'Structural – Aluminium & Composite' includes 'Cosmetic' and 'Structural – Steel'.
- **The scheme does not cover** repair processes for public service vehicles, heavy commercial vehicles or heavy goods vehicles or other non-passenger vehicles such as fork lift trucks and public service vehicles.
- **The scheme does not cover** windscreen repairers, although the replacement of windscreens and other automotive glazing and mechanical parts/components is covered when part of the repair process.
- **The scheme does not cover** M.O.T Testing.

17. What are the benefits of this Kitemark® scheme?

Business benefits

- More work and business security – ensuring that you attract and retain business as well as having a route for growth
- Reduce costs and waste and improve profit – a Kitemark scheme offers a blue print for better, more efficient business performance and less mistakes.
- Reduce Risk and enhance corporate responsibility – shows your due diligence and duty of care to your industry, employees and customers
- Management - The management of a body-shop business should be able to view the adoption of PAS 125 as a business investment, not just as a required certification issue, a blueprint for business improvement, to manage reputation risk and provide evidence of corporate responsibility on behalf of work providers, retail customers and vehicle users.
- Commitment – the Kitemark allows body-shops to prove that they are serious about safety
- Powerful marketing tool – Kitemark is recognised by 82% of people in the UK. 69% of them would pay more for a Kitemark product

Customer benefits (insurance companies or public)

- Trust – that the vehicle will be repaired to the highest standards
- Consistency – in the quality of repair work
- Reassurance – that their vehicle has been repaired safely
- Lifestyle – the Kitemark means that safe repairs will be carried out, protecting the lives of consumers It should make the repairer's business more efficient and effective

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18. What help will be given?

Training – there are numerous public and in-company education and training courses available for an introduction to PAS 125 and internal auditing to PAS 125. Contact Thatcham or BSI Training or look at their website www.thatcham.org or www.bsi-uk.com/training/auto/index.xalter

19. What is Thatcham's involvement?

- Thatcham funded the development of PAS 125 after having received strong comments from the insurance industry that a problem existed in the repair of vehicles as a result of the rapidly developing technology used in constructing modern new vehicles.
- Thatcham brought their problem to BSI to help then in writing the specification which became PAS 125.
- The following were involved in the development of the PAS 125:2007 document. Those in bold italics also sponsored the PAS 125: Alton Cars, ***Audatex (UK) Limited, Auto Body Professionals Club Limited (ABP Club)***, Automotive Distribution Federation, ***Automotive Skills***, Vehicle Manufacturers Body Repair Council, ***EurotaxGlass's, Institute of Automotive Engineer Assessors***, Karl Vella Auto Body Repairs, Marshal Panelcraft Ltd, MVRRA, Norwich Union Insurance, Retail Motor Industry Federation, RBS Insurance, Society of Motor Manufacturers and Traders, ***The Institute of the Motor Industry (IMI), The Motor Insurance Repair Research Centre (Thatcham)***, Zurich Financial Services

20. Who is the Customer for the Kitemark® scheme?

- Customers for this scheme can be any vehicle body repair organisation, large or small, independent or franchise, involved in reinstating passenger cars or light commercial vehicles to their pre-damaged condition.
- The repair process may be operated from fixed premises or mobile facilities.
- The Thatcham BSI Kitemark scheme has been developed to enable bodyshops to demonstrate they are serious about safety and have repair processes that meet industry agreed standards. This should enable them to meet work provider and retail customers' requirements, improve their business and manage reputation risk.

21. Has the development of the scheme brought the industry together?

- BSI's key role as an independent organisation is to bring together the necessary industry parties to address the primary issue of how to achieve safe vehicle repairs.
- Establishing the working group with a wide representation of industry sectors meant that we could resolve different viewpoints, build a consensus and reach a mutual understanding of what is achievable now and what needs to be achieved in the future.
- The industry has very much been behind this scheme from the beginning and the majority of good quality vehicle repair garages are keen to show their expertise and benefit from the advantages this scheme will give them commercially.

22. What will the Kitemark Vehicle Body Repair do for the motorist?

- The motorist, as well as passengers and pedestrians, will be the biggest beneficiary of the Kitemark Vehicle Body Repair scheme as it is their lives that this scheme is seeking to protect.
- BSI, Thatcham and the vehicle body repair industry is serious about safety and the Kitemark scheme not only delivers safe services but helps the customer to identify them.
- The Kitemark shows that body shops are serious about safety.



23. What does the scheme mean for repairers?

- Repairers will be able to secure their future business by being able to independently prove to insurers and the motorist that their vehicle body repair service meets all the required safety criteria of PAS 125 and the Kitemark scheme.
- It will provide them with a significant commercial advantage over other non-Kitemark providers.

24. Why is the repair industry so keen on gaining Kitemark registration?

- Because it means that they can show their competency to insurer and motorist
- They can stand out from the crowd and gain commercial advantage over their competitors
- It makes sound commercial and business sense

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