



## Demonstrate your commitment to high safety standards



Prove your fleet repairs are high on quality and deliver on safety with the BSI Kitemark™ for Vehicle Damage Repair.

Whether you outsource your Service, Maintenance and Repairs or manage your own workshops, make sure that the BSI Kitemark for Vehicle Damage Repair forms part of your SMR solution. Use it to:

- demonstrate your duty of care
- reduce rework costs
- control your whole life costs
- protect resell values
- show your commitment to high quality repairs.

A BSI Kitemark repair is not about first impressions. It's about proving that the repairs made to a vehicle, including those which the driver doesn't see, meet the widely respected and recognized industry standard, BS 10125.

The BSI Kitemark is adopted industry-wide by the most forward thinking body shops and accident repair centres who are committed to carrying out work only to the highest standards. It's a truly independent third party certification scheme using unannounced inspections, meaning that vehicle repairers are fully focused, delivering consistency with each and every repair.

This can deliver real peace of mind for you and your drivers and allows you to demonstrate that your repairs follow industry best practice. Plus it's recognized by many automotive manufacturers and most major insurance companies. Only awarded to repairers that meet these key standards, a BSI Kitemark demonstrates that:

- Correct repair processes are followed
- Staff are competent and trained
- Tools and equipment are suitable and maintained
- Parts are appropriate for safe repair
- Quality control procedures are followed.

### Valued by the motorist

The BSI Kitemark has been recognized and valued for years as an independent guarantee of quality wherever it is seen and that includes vehicle damage repairs. The BSI Kitemark for vehicle repairs is all about the quality, safety and trust that we know motorists look for from an independent survey\*:

#### Quality

94% 

of vehicle owners support unannounced inspections to make sure garage standards remain high. Unannounced regular visits by BSI Kitemark inspectors are an essential feature of Kitemark approval.

#### Trust

84% 

of drivers said that they would feel more comfortable if the repair centre had BSI's vehicle damage repair BSI Kitemark.

#### Safety

1/3 

Whilst quality and trust are highly recognized as important to motorists with the BSI Kitemark putting them at ease, almost one in three respondents worried about the safety of their vehicle after it had been repaired. Yet another reason why visits are unannounced on the scheme.

\* An independent study conducted in Great Britain via OnLineBus, an Internet omnibus survey, for BSI. A sample of 923 GB adults aged 16+ were interviewed. Interviewing was conducted by online self-completion from 11th – 15th October 2012. The sample has been weighted to represent the adult population of Great Britain 16+.

**bsi.**

...making excellence a habit.™

## The BSI Kitemark for Vehicle Damage Repair: a flexible scheme developed to meet repair requirements

From mobile repairs to a full repair service, we offer a comprehensive range of options from cosmetic to more serious structural repairs. Plus the scope of the BSI Kitemark licence can be extended at a later date should business needs change.

### Category One

The repair of dents, paint scratches and gouges or trim such that the damaged area can be returned to its pre-damaged condition without the need for replacement parts.

This category excludes road wheels.

### Category Two

All elements of category one in order that the damaged area can be returned to its pre-damaged condition and including the removal, refitting or replacement of 'auto glazing units and bolt on' parts, examples of which include but are not restricted to: bonnets, doors, road wheels, wings, tailgates, bumpers, bumper reinforcing bar. This category excludes replacement of chassis, steering and suspension parts.

### Category Three

All elements of categories one and two and additionally:

- Replacement and repair of panels
- Repair and replacement of structural parts including chassis members and
- "Bolt on" chassis related parts
- Body shell and chassis replacements

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 windscreen repairers, although the replacement of windscreens and other automotive glazing and mechanical parts/components is covered when part of the repair process; and M.O.T Testing.

## Valued by those who hold it

"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

## Valued by the industry

"We see the BSI Kitemark Licence as an ideal means of assuring ourselves that the contractor carrying out the repairs has staff that are suitably trained, appropriately equipped and have access to the correct technical data"

Roy Mariner, Fleet Manager, Hampshire Constabulary

## Why Choose BSI?

The BSI Kitemark scheme for Vehicle Damage Repair offers truly independent third party certification using unannounced inspections. This can deliver real peace of mind for you and your drivers and allows you to demonstrate your commitment to high quality and safety standards. Plus the BSI Kitemark is a strong mark of quality, recognized by the motorist. You can use the BSI Kitemark to demonstrate due diligence to your drivers.

With us you'll find the industry knowledge and expertise to help your repairers meet the standard and make sure repair processes are up to the mark. Not only did we help facilitate the development of the original standard for vehicle repair, but our client managers have a wealth of experience and understanding of the vehicle repair as it is today.

## A Proud heritage

At BSI we also pioneered standards more than 100 years ago and today we're the market leader. We help over 70,000 organizations ranging from top global brands to small ambitious businesses in 150 countries to gain an edge over their competition. As one of the few organizations that understands standards from start to finish, we don't only assess how well you're meeting them, we create new standards from scratch and train teams globally to use them and perform better.

Our knowledge can transform your organization.

## Talk us to us about your specific requirements

Visit [bsigroup.com/bs10125](https://bsigroup.com/bs10125)

Email [product.certification@bsigroup.com](mailto:product.certification@bsigroup.com)

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