



Your road map to BSI Kitemark™ for Vehicle Damage Repair

Achieving the BSI Kitemark™ for Vehicle Damage Repair demonstrates your commitment to delivering high-quality repairs, ensuring customer safety, and maintaining compliance with industry standards.

This guide outlines the five key steps to help you navigate the path to certification.



Introduction: Understanding Vehicle Damage Repair

What is the Vehicle Damage Repair Kitemark?



Certification based upon requirements of BS 10125 covering vehicles up to 5 Ton gross weight at fixed locations or through mobile services.

Kitemark certification demonstrates that an independent audit has been conducted by one of our industry experts to confirm processes and procedures are in place to ensure repairs are conducted in accordance with recognised methods, by competent personnel.

Why is it Important?

High-quality vehicle damage repair is critical for maintaining road safety, preserving vehicle value, and ensuring customer satisfaction. Certification to the BSI Kitemark™ demonstrates your commitment to these principles.

How Does the Process Work?

Achieving certification requires demonstrating your processes align and comply with the BS 10125 standard. This guide provides a step-by-step roadmap to help you achieve certification.

What if You Don't Pursue Certification?

Without certification, you risk falling behind competitors who can demonstrate their quality and reliability. Certification also provides a significant trust advantage with customers, insurers and other work providers.

What is the BS 10125:2022 Standard?

This British Standard outlines requirements for automotive vehicle damage repair processes at fixed facilities or via mobile services. It includes:

- Vehicle preparation and safety for repair
- Repair processes and system reinstatement
- Personnel competence
- Tools, equipment, and consumables
- Repair management and process control
- Complaints procedures
- Information for conformity claims

It applies to repairing, removing, refitting, or replacing vehicle glazing, body panels, and mechanical parts but excludes standalone windscreen repairs (covered by BS AU 242). It does not apply to motorcycles, three-wheeled vehicles, or vehicles over 5 tonnes GVW.

How long will it take?

The time to achieve the Kitemark certification varies depending on your business's current processes and level of readiness. On average, organizations that are already following robust repair practices can achieve certification within 3 to 6 months. This timeline includes an initial assessment, implementation of any necessary improvements, and the final certification.

Will you support me in what I need to do?

Yes, whilst we cannot offer consultation, we can provide you access to industry consultants through our associate consultant's programme. We also offer the option of having a pre certification audit with one of our expert auditors to help identify any gaps in compliance detailed findings report. Our customer onboarding team will help you agree dates for your audits. During your audits our auditors will keep you informed of progress and findings towards certification.

What tools and equipment do I need?

BS 10125:2022 requires that repair centres have tools and equipment to effectively carry out repair tasks covered under the scope of certification. This typically includes equipment for vehicle damage estimating panel, MET and paint processes outlined in annex A of the standard.

How often will I be assessed?

Once certified, your organization will undergo annual surveillance audits – the number of audits will depend on the size of your business. This is to confirm ongoing compliance with BS 10125:2022. These audits help maintain high standards and provide confidence to customers and work providers.



Purchase the BS 10125:2022 standard and understand what is required

Step 1

What to do:

- Familiarize yourself with the BS 10125 standard, which defines the technical and process requirements for vehicle damage repair.
- Identify which repair capability tasks you would like to be certified and the specific criteria relevant to your repair processes, including, equipment and staff competency.
- Within the standard each task includes task definition, skills, and requirements for competence, and resource requirements.
- Review any additional legal or regulatory requirements applicable to your region.

Why it matters

Understanding the standard ensures your organization is fully prepared to meet the certification requirements, avoiding unnecessary delays.

Resources to use:

Buy the BS 10125 standard

Task Code	Repair Task Capability	Checklist
C0	Repair preparation	
C1	Dent removal	
C2	Plastic repair	
C3	Refinishing	
C4	Hot joining steel	
C5	Hot joining aluminium	
C6	Cold joining	
C7	Autoglazing	
C8	Body alignment	
C9	Road wheels	
C10	Steering and suspension	
C11	ADAS	
C12	SRS	
C13	Low voltage electrics	
C14	Mechanical systems	
C15	Internal combustion engine	
C16	Mild and high voltage systems	
C17	Hydrogen fuel cell	

Step 2 Conduct a gap analysis

What to Do:

- Perform a thorough review of your current processes against the requirements of the standard.
- Create an action plan to address any gaps identified.
- Contact BSI if you would like us to carry out a Pre certification GAP Analysis for you.

Why It Matters

A gap analysis provides a clear understanding of your starting point and helps prioritize actions for improvement.

Resources to use:

- [Download our Checklist](#)

Step 3

Implement improvements

What to do:

- Implement any required changes to your equipment and processes as identified at Step 2.
- Staff to be trained to obtain relevant qualifications required for your chosen tasks.
- Ensure controls are in place to monitor and maintain repair standards.
- Conduct internal audits to verify compliance with BS 10125.
- (Optional) Schedule a pre certification-assessment with BSI to identify any remaining gaps in conformity.

Why It Matters

Implementing these improvements demonstrates your commitment to quality and compliance, setting the foundation for successful certification.

Step 4 Prepare for the assessment

What to Do:

- Make sure relevant personnel are available to guide the auditor.
- Demonstrate live repairs.
- Have approx 1 month of completed job packs for the auditor to sample
- Ensure all documentation, including repair records, staff qualifications, and quality management procedures, is complete, up-to-date and accessible for the audit.

Why It Matters

A well-prepared assessment minimizes the risk of non-conformities and streamlines the certification process.

Step 5

Achieve and Maintain Certification

What to do:

- Complete the formal BSI Kitemark assessment.
- Address any identified non-conformities promptly to achieve certification.
- Once certified, establish a system for ongoing compliance, including regular audits and staff training updates.

Why It Matters

Maintaining on-going compliance with standard will keep your certificate valid.

Next steps:

- Promote your certification to attract new customers and build trust.
- Leverage the BSI Kitemark logo in marketing materials to highlight your achievement.

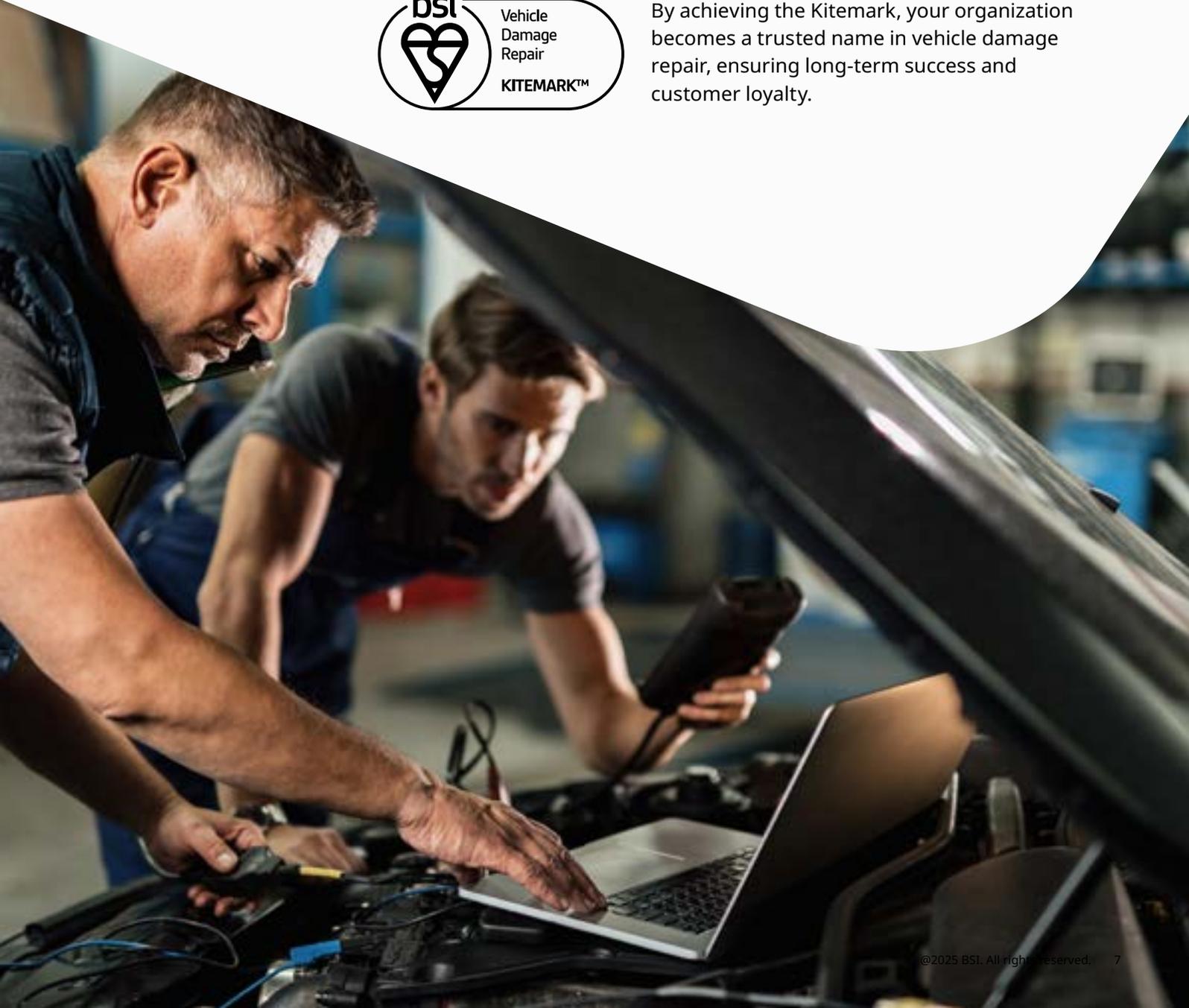
The Value of the BSI Kitemark™

The BSI Kitemark™ is a symbol of quality, trust, and reliability. For vehicle damage repair centres, it signifies adherence to the highest standards of safety and workmanship. By achieving this certification, your organization benefits in several ways:

- **Insurer and Partner Trust:** Many insurers and work providers prefer working with certified repair centres, increasing your business opportunities.
- **Customer Confidence:** The Kitemark assures customers that repair centres meet stringent quality and safety standards, enhancing trust and satisfaction.
- **Competitive Advantage:** Stand out in a crowded market by showcasing your commitment to excellence with the world renowned Kitemark™.
- **Operational Efficiency:** Implementing the BS 10125 standard helps streamline processes, reduce errors, and improve overall efficiency.



By achieving the Kitemark, your organization becomes a trusted name in vehicle damage repair, ensuring long-term success and customer loyalty.



Why BSI?

BSI is a globally recognized leader in standards and certification, offering unparalleled expertise and support. Here's why you should choose BSI for your certification journey:

- **Proven expertise:** With decades of experience in certification and standards development, BSI is a trusted partner for businesses worldwide.
- **Comprehensive support:** From training to pre-assessments, BSI provides end-to-end support to help you achieve certification.
- **Global Recognition:** The BSI Kitemark is recognized and respected globally, adding credibility to your organization.
- **Industry Leadership:** BSI works closely with industry experts to ensure that standards like BS 10125 remain relevant and effective.

Choosing BSI means partnering with an organization committed to helping you achieve excellence and build trust with your customers and partners.

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