

# Framework Policy Document PAS 125 & the Associated BSI Kitemark For Customer Service Delivery



## 1. Programme Communication

### Service Levels Objective

BSI will provide key insurers with a monthly status report detailing progress of network status for each licensee. The intention will be to email this by the first week of the month. This will be provided in a standard BSI format with defined status parameters. *Please note the permission of the licensee is required before we can supply this data.*

BSI will assign a Key account manager to the larger multiple repairers and key insurers. There will be an end to end Sales process review ending in application.

A Full split of all applicants by licence age and audit history will be undertaken periodically to better understand applicant profile and best communication approach.

BSI will make available monthly reports on the uptake of PAS 125 and undertake a quarterly programme review meeting with key stakeholders.

## 2. BSI PAS125 Team structure

### Service Levels Objective

BSI to provide to industry clear reporting lines and structure of PAS125 related organisation and roles and responsibilities. There will be four key operational roles dedicated to PAS125.

	Primary contact	Secondary Backup
Certification Manager	Eric Friend	
Audit Manager –	Steve Wright	Paul Wainwright
Key Account Manager	Scott Hanney	Chris Savill
Data & Reporting	Aby Smith	

## 3. Audit Activity

### Service Level Objective

The normal target time from requesting a booking date to Audit or Gap Day delivery will be within 60 days of application, with a minimum of 3 days offered to each applicant (subject to an exceptions list where reasons beyond BSI control prevail).

## **4. Industry Meeting Support**

### **Service Levels Required**

BSI will host quarterly PAS 125 Industry working group meetings, to encourage commitment and technical understanding. These meetings will be open to all parties interested in the implementation and maintenance of PAS 125.

The representation of BSI at these meetings will comprise of such of its personnel as may be appropriate for BSI. BSI to provide the reports below:

- assist with resolution of interpretations for guidance
- provide trends in audit findings
- reporting on time to BSI decision to award the Kitemark from date of each application
- presentation of current Scheme statistics (number of licences etc)
- reporting on feedback received from body shops relating to the purchase of the Kitemark, as well as providing any suggested amendments or improvements to customer service, provided that such does not amount to consultancy.

BSI will require relevant personnel to attend a minimum of 4 technical review training meetings a year with Thattham, or such other competent body as may be deemed by BSI as appropriate.

BSI to have a clear process for communication of terms discussed at PAS 125 Industry meetings to the inspections teams in the field.

BSI will assist Thattham with the preparation of a newsletter following such PAS 125 Industry meetings. Such assistance shall be limited to proof reading and confirmation of accuracy of the newsletter.

## **5. Inspection Team Competence**

### **Service Levels Objective**

BSI to provide a transparent and documented induction and ongoing development programme for all Auditors within the PAS125 Kitemark scheme in the technical aspects of Vehicle Body Repair. Consider with Thattham organisation if any CPD opportunities exist.

Each auditor should have specific body shop repair knowledge as well as the necessary Technical codes required by BSI. All BSI auditors will undertake the Thattham Induction programme.

## **6. Data Accuracy**

### **Service Levels Objective**

BSI will provide ONE consolidated report as requested by each insurer or Major repair group for scheme data (see section 1).

BSI will maintain the accuracy of Kitemark.com PAS 125 body shops listed through weekly updates



## **7. PAS125 Review**

### **Service Levels Objective**

BSI shall implement a programme for PAS125 review every 2 years and be responsible for the coordination and management of such a review.

## **8. Consultancy programme for PAS 125 compliance**

Independence is a key factor to retain Notified Body status and any vetting of Consultants is not allowed under UKAS rules.

Thatcham will provide a consultant programme, which will include potential technical training independently of BSI.

## **9. Post Licence Support**

### **Service Levels Objective**

BSI to provide improved promotional materials and packaging for license holders

Focus on following activities should be increased

- Current support:
  - Trade events
  - Dedicated Automotive PR support
  - Quentin Willson
  - Kitemark.com
  - Kitemark toolkit
  - Marketing guidance
  - Technical support
  - The one sector approach will greatly support the above and give focus
  - Enhanced Kitemark Toolkit Available (Supplied at cost to licensee)
- Future Possibilities (for further discussion)
  - Marketing collateral for body shops
  - Key BSI contact points for licensees
  - Post license forum / meetings



BSI,  
Kitemark House, Maylands Avenue,  
Hemel Hempstead, Herts HP2 4SQ

Tel: +44 (0)8450 765600  
Fax: +44 (0)8450 765601

[www.kitemarkautomotive.com](http://www.kitemarkautomotive.com)