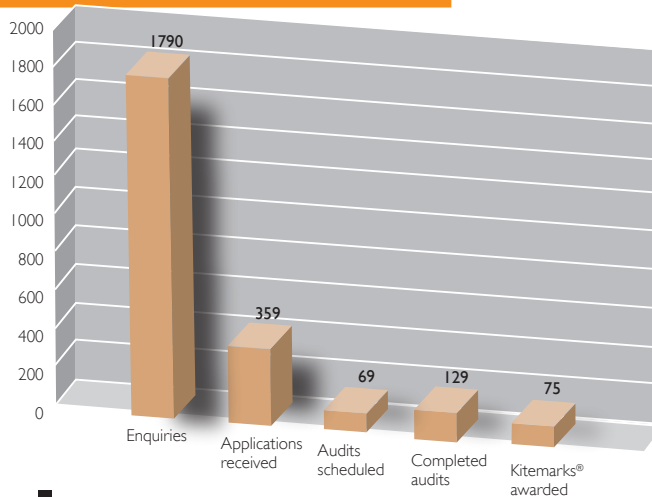


Kitemark® Working Group NEWSLETTER

Applications Update (BSI)

Thatcham BSI
 Kitemark® Scheme
 Statistics (to 31st
 March 2008)



Scheme Issues

Last month, it was reported that during inspection visits, BSI are currently experiencing issues around adhesives and bonding materials. Where a material brand or type is specified within a repair method, the repairer must have evidence that the material they are using (if different than specified) is suitable and compatible.

The group agreed that a longer term solution/research was underway and in the interim the industry would accept the detailed technical specification sheets backed up by independent certification to recognised automotive or international standards. An example of this is Würth, where the technical specification sheets are accompanied by a TUV test certification. BSI are asked to accept this position during inspections.

It was also reported last month that direct supervision of non-competent staff is becoming more of a problem during pre-license and surveillance visits. Typically, non-competent staff are receiving no supervision or support from ATA or NVQ employees during the repair process. The repairer must ensure that supervision on the repair task and use of the methods is undertaken to comply with PAS125 clause 4.3.4 and ensure their processes reflect how this is achieved.

The group agreed that only proof of ongoing supervision was acceptable. It was

agreed that documented evidence at the start, during and at the end of the repair process was required. An end QC check is not acceptable. Tracy Howard offered to share the Howard Basford Process.

Availability of equipment – Under 4.4.1 of PAS125, it is defined that the equipment detailed in annex A shall be available. BSI are coming across a significant number of repairers who subcontract the wheel alignment repair process as they do not have the appropriate equipment. Annex A specifies the need for realignment and steering geometry equipment to be available. The KMWG clarified the definition of “available” when referring to realignment and steering geometry as being “on site”. That means either in the body shop or next door in the mechanical shop where body repair is linked to a dealer with mechanical workshop. The group deemed it not acceptable to move vehicles several miles down the road to perform this operation. The KMWG request BSI inspectors to take this stance.

Ongoing Actions

A cost benefit analysis (value propositions) case study was presented in draft. The group felt that this did not constitute a cost/benefit document as it did not specify any financial or measurable improvements. The group agreed that at this stage it would be very difficult to develop the quantifiable data due to each bodyshop having a very different starting point and the fact that there were no previous benchmark measures. However, it was agreed that the case study was valuable and would be completed and issued via various sources and the industry press.

Feedback received that the Terms of Reference (TOR) were now completed. It was agreed that these would now be combined with the list of proposed members and issued to the group. Feedback was requested from members within one week of issue. It was also felt that this being a working group, the changing of representatives after a certain period was beneficial, as this kept views and opinions fresh.

Clarification required from BSI regarding the next Steering Group meeting and PAS 125 standard review: The flow chart of the review process was discussed, however the group was extremely concerned that the review had not yet been planned, and with all other aspects in place a date will now be diaried.

BSI to ensure that scheme information is consistent. It was unclear what information had been released and what information was on the BSI website. Concerns will now be formally registered with BSI.

BSI has produced a process flow of "road to Kitemark®" with awareness of likely timescales e.g. likely time to get ATA assessments booked, and technicians trained to be able to be successful. This is still to be distributed to the group for review.

No clear information was given from BSI on the issue of Kitemark® suspension. This had been requested and the relevant parts of the scheme protocol are to be distributed at the next meeting.

BSI confirmed that there were no plans to change the current pricing model of the scheme. BSI also stated that the difference in pricing between PAS125 and PAS80 was due to the technical risks involved.

The ADF has commenced work with its members in respect of acceptable parts and materials certification and gave an update at the meeting. This would also include the requirements for structural bonding and adhesive products. In the interim, the group agreed on the acceptable levels of certification for bonding – detailed in "Scheme Issues" section. In the longer term, Thatcham have commenced a bonding/adhesive project. The ADF will report on its more detailed proposals at the next meeting.



ATA Update (Thatcham/IMI/All)

- Fully approved ATA body centres can be found at www.automotivetechician.org
- 4 new centres were being evaluated including, Just Car Clinics in Goole.
- The IMI presented the ATA figures, which showed a total of 791 cards issued across the body disciplines. The figure for registrations is much higher.
- The IMI are currently investigating the role of ATA project coordinator; position to be trialled for 1 year. This position is still vacant.
- A Body External Verifier has been employed to undertake ATA Centre approval and to engage with the ATA development team.
- The IMI are continuing to explore funding for the development of training/

- assessment capacity. This has been successful with the South West LSC where some funding has been secured.
- The new Vehicle Damage Assessor ATA was successfully piloted at the Thatcham Automotive Academy in Nuneaton on 10th April. Thatcham will feed back at the next meeting.
 - The list of accredited bodyshop technicians will be removed from the ATA website as of 7th April. This will prevent the issue of staff being targeted by other employers.

Methods and Technical Information

Concerns over the quality of some VM and other repair information were expressed, which if followed may make the cost of repair uneconomical. The group agreed that this was generally by exception and that these issues should be filtered through Thatcham helpline facility to address on a case by case basis. This will also be tabled and communicated through the ETS group.

The demands on the Thatcham Helpline for methods were at unprecedented levels. Thatcham explained about the additional resource being recruited and the changes to IT platforms – An overview of the overall strategy will be shared with the group at the next meeting.

Other News

Kitemark®/ATA roadshow update

Further roadshows to be undertaken going forward in 2008, these will be a three way events between BSI, Thatcham and the ATA programme with dates due to be issued shortly.

Consumer marketing

The group agreed that no overarching consumer marketing would be undertaken at this point as it was felt to be premature. The group agreed to review at year end.

Estimator demand satisfied

Thatcham's new Automotive Academy was officially opened by Chief Executive



of the IMI, Sarah Sillars on 9th April. Widely welcomed by the industry, the new centre

is dedicated to providing a specialised facility to meet the training demand of more than 3,000 estimators.

Triple Focus

Planning for Thatcham's Triple Focus event is well underway and guests are invited to register their place at www.thatcham.org/triplefocus. BSI Product Services have booked a stand and it will, therefore, be a great opportunity to develop interest in the Kitemark®. A shortened version of the Kitemark® roadshow will also be included within the comprehensive seminar programme.



Next meeting

The next KMWG meeting will be held on 18th June 2008 at Thatcham during the Triple Focus event