



Thatcham BSI Kitemark® for Vehicle Body Repair Self-Evaluation Checklist

By working systematically through the following checklist any gaps between current practice, processes and procedures and the requirements of the Thatcham BSI Kitemark scheme for vehicle body repair will become apparent.

Simply record the response to each question in the Notes column provided. This will serve as a useful aide-memoir when developing your repair process description and related processes. The repair process description must cover the scope of vehicle repair activities undertaken by the repairer and, in particular, cover the relevant types of repair to be covered by the scope of Kitemark certification i.e.

1. Cosmetic
2. Structural - steel
3. Structural - aluminium and composite

Where a QC system or ISO 9001 quality management system exists, the system must take account of the specific requirements for vehicle body repair contained in PAS 125.

NOTE: It is not a requirement that all activities are covered by documented or written procedures. Procedures must be defined for undertaking an internal audit covering the entire repair process, and documented work instructions and the relevant repair method must exist at the work bay for the repair work being undertaken.

	Question	Notes
1	Are the processes involved in vehicle body repair and all related activities defined? (4.1a-g). For how long have they all been in operation?	
2	How is the repair process described? What form does it take, e.g. process flow charts, process manual, documented procedures?(4.1)	
3	Are there clearly defined processes that cover personnel, repair methods, materials and equipment? (4.1)	
4	What subjects are covered in the workplace induction for staff? (4.2.1c)	
5	How is the technical knowledge and competence of technicians established? (4.2.1g). Which, if any, technician accreditation scheme is used?	
6	Are responsibilities for all staff recruitment and training activities defined? (4.2.4)	
7	Who ensures that the competencies and training records of all personnel involved in repair activities are maintained up to date? (4.2.1j), 4.2.4)	
8	Who is responsible for updating and distributing procedures and repair methods? (5.2a, 4.3.5)	
9	How do you provide technical staff with access to the latest approved methods of repair? (4.3.2, 4.3.5)	
10	How is material contamination prevented? (4.3.6)	



	Question	Notes
11	What documentation exists to cover the completion of work outstanding in the event of an emergency? (4.3.7)	
12	What controls are used to ensure the quality of repair work? (4.3.8, 4.3.9)	
13	Who signs the declaration of conformity? (4.3.9h, 4.2.1a)	
14	Are technical inspection records held that confirm vehicles are OK for handover? (4.3.10)	
15	On what basis has the workshop equipment been selected? (4.4.1)	
16	Where are the intervals for equipment calibration defined? (4.4.3.1)	
17	What information is held on the calibration record for each piece of measuring equipment?(4.4.3.2)	
18	Where are the maintenance schedules for workshop equipment held? (4.4.4.1)	
19	Where are parts and components sourced from? (4.5.1)	
20	Which accreditation scheme are they covered by? (4.5.1b, 4.5.1c)	
21	How do you establish the suitability and compatibility of refinishing materials? (4.5.2)	
22	What checks are carried out on incoming parts? (4.5.3.1)	
23	What method is used to provide traceability of parts used? (4.5.3.2)	
24	Where are material handling and storage recommendations maintained? (4.5.4.2)	
25	How is the issue of material controlled? (4.5.5)	
26	How are new processes evaluated to ensure that they will operate effectively? (5.1.1)	
27	What documentation is developed as a consequence of changing any particular process? (5.1.2)	
28	What provisions are made for handling feedback? (5.1.3)	
29	Are any elements of repair work subcontracted, if so, how is subcontracting controlled? (5.3)	
30	What record is maintained to show that the repair work has been authorised? (5.4)	
31	How are repair processes monitored? (5.5.1) What methods are used and what is the frequency of routine checks and inspections?	
32	What period does the current internal audit plan cover? (5.5.1) What is the issue date of the most recent audit report? (5.5.2)	
33	What procedures exist for corrective action, remedial action and reinspection? (5.5.3)	
34	What procedures exist to prevent the recurrence of non-conformities? (5.5.4)	
35	How do you ensure the effectiveness of measures to prevent recurrence? (5.5.5)	
36	Who in your organisation will be responsible for checking and authorizing your use of the Kitemark when authorisation has been granted by BSI?	