

MVRA – RMI Bodyshop QC Programme

Successful businesses understand the importance of improving their bottom line without compromising product and service quality. By implementing a standard approach to quality with an effective Quality Management System, any bodyshop can prevent costly rework, reduce customer complaints, reduce risks, supplier non-conformances and sub-standard service.

We recognise that outside of the Thatcham BSi Kitemark scheme, many bodyshops have to comply with a multitude of standards, these may be for a work provider or a vehicle manufacturer.

Based around the original MVRA Quality Assured and RMI Quality Control programmes, we have developed these even further to reflect the needs of today's bodyshop. Bodyshop QC is a useful tool which will review your current working model, measure, review and then create an action plan for ongoing improvement.

To compliment the QC Programme, we can also provide unannounced work in progress audits, which focus purely on the repairs, these include sampling a range of vehicles (minimum three) at various stages in the repair process, ensuring correct equipment, repair method, materials and documentation is being maintained. You will be provided with a comprehensive report and action plan upon completion.

What are the benefits of using the Bodyshop QC Programme?

- Independent, unbiased measurement of your business across all areas, facilities, equipment, operating processes, quality, customer care, legal compliance and performance.
- Measure all quality-related key performance indicators.
Ensure you are prepared year –round for any external audits by manufacturers, work providers, audit bodies, etc.
- Develop your operating processes to use industry best practice.
- Results can form part of your people development plans, using measures as part of your appraisals and training needs analysis.
- Menu based – you choose the type of audit and frequency to suit your own needs and budget.

Services include;	Member Price	Non - Member Price
Work in progress audits	£175	£295
Bodyshop QC Assessment	£295	£365

All prices plus VAT

What should I do next?

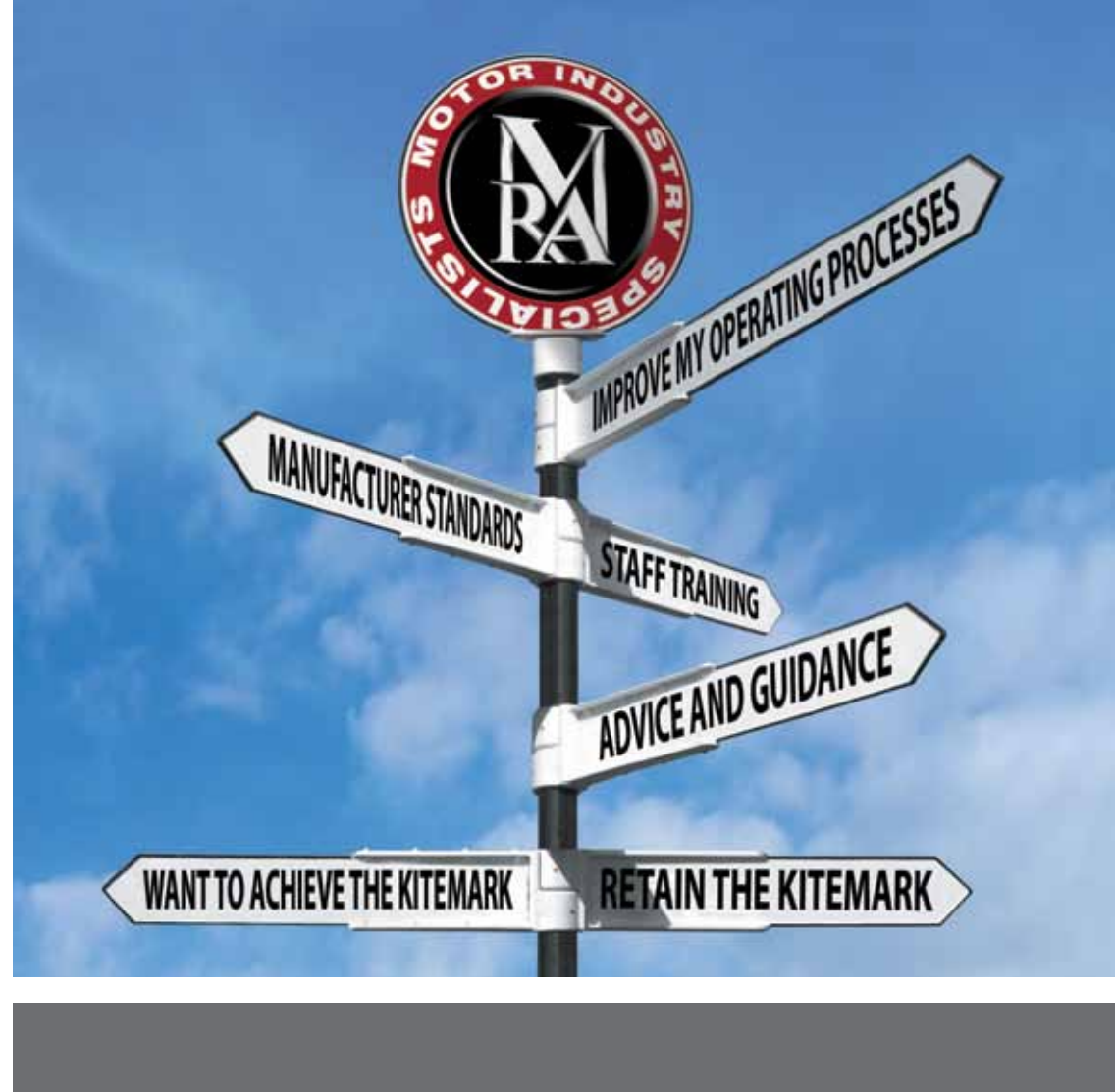
Simply call us, whatever stage your currently at whether progressing with Kitemark or not sure where to start, have manufacturer standards or would simply like to improve the business further, we are happy to discuss your own situation and are confident we can help whatever your business need.

How to contact MVRA:

Telephone: **0845 305 4230** • Fax: **0845 305 4231**

Email: **enquiry@mvra.com** • Website: **www.rmif.co.uk**

MVRA, Dylan Harvey Business Centre, Davyfield Road, Blackburn, BB1 2QY.



THATCHAM BSI KITEMARK AND QUALITY PROGRAMME SERVICES



What is Thatcham BSi Kitemark?

Thatcham BSi Kitemark is the industry recognised standard which has been collectively developed with all stakeholders in the industry, including MVRA, RMI, insurance companies, repairers, other trade bodies and Thatcham who have all collectively embraced the need to develop an independent single industry standard backed by the endorsement of BSi. The scheme will provide each successful applicant with the ability to use the BSi Kitemark logo within their business.

Why do I need the Kitemark?

There are many reasons repairers should embrace the Kitemark and we can draw your attention to a few of these. For example:

- This will become a fundamental requirement of being an insurance company approved repairer and in due course, is likely to become a mandatory requirement.
- Increasing legislation and legal liabilities will require all repairers to be able to demonstrate skill and competency at all levels within the business and PAS 125, as an independent assessment, will become increasingly recognised.
- There are key benefits to the repair centres in doing this for common sense business practicalities that will allow the repairer more comprehensive structures to focus on continual professional development.
- This standard will ultimately mean that many repairers which operate in today's market will not be able to demonstrate such high standards and therefore, it is likely that we will continue to see shrinkage in the repair market, leaving the future looking far more optimistic and rewarding for those that embrace this opportunity.

How can MVRA – RMI help me?

MVRA have always been at the forefront of standards as is evident by our launch of the MVRA QA programme in 1992. Equally, MVRA have been instrumental and played a leading role in the development of the Kitemark within the industry steering group. Most importantly, MVRA have one of the largest and is most experienced teams of professional bodyshop auditors of any organisation within the UK.

MVRA will be able to provide you, the repairer, with the following services for Kitemark registration:

Services include;	Member Price	Non - Member Price
General advice and guidance	Free	Free
GAP Analysis	£495	£595
On-site implementation of processes and documentation	£495 per day	£595 per day
Pre-licence Internal Audit	£595	£695

All prices plus VAT

What if I have already achieved Kitemark?

Congratulations, of course the challenge starts now and retaining the Kitemark is your new goal, with unannounced surveillance audits by BSi, it is critical that your staff at all levels operate strictly to the processes you have recently introduced. Your minimum commitment is to ensure you carry out a fully documented internal audit, MVRA believe the critical success factor in retaining Kitemark is by developing an ongoing review of the businesses compliance to the processes through a robust internal audit programme which will identify further business improvement measures.

MVRA have developed a range of audit based products which can be used by any Bodyshop as part of their ongoing Kitemark compliance and process development.

Services include;	Member Price	Non - Member Price
General advice and guidance	Free	Free
Interim Internal Audit	£295	£365
Full Internal Audit	£495	£595
Work in Progress audits	£175	£295

All prices plus VAT

What are the benefits of using MVRA – RMI Bodyshop Division to gain or retain the Thatcham BSi Kitemark?

- Involvement in the creation and ongoing development of the standard – we have a comprehensive understanding of all elements.
- Track record – we have already provided assistance and services to many repairers who have successfully achieved Kitemark.
- Menu based – whether you have already achieved Kitemark, working towards it or just starting out, we have a service which can help you at any stage.
- External liaison – we will actively take responsibility and not just provide you with documents, we will liaise with equipment providers, help arrange training, liaise with BSi, we ultimately become and act as your own dedicated person. MVRA have developed a range of audit based products which can be used by any Bodyshop as part of their ongoing Kitemark compliance and process development.