

ATTICUS INNOVATION - REPAIR PARTNER STANDARDS 2018



ATTICUS
INNOVATION

Image?	SECTION A: BUSINESS GOVERNANCE	Of Section	Of Total
	A.01 Does the ARC have an Atticus SLA in place, or is it willing to enter into it in principle?	20.0%	2.50%
	A.02 Is Employers' Liability Insurance in place, with the Certificate readily available to view?	15.0%	1.88%
	A.03 Is Motor Traders' Insurance in place c/w Public Liability cover (min. £5m) & Product Liability cover (min. £2m)?	15.0%	1.88%
	A.04 Are the Statutory Engineering Inspections reports up-to-date, e.g. ramps, lifts, jacks, air receivers?	5.0%	0.63%
	A.05 If assisting in the administration & performance of insurance policies, do you have the required FCA registration in place?	5.0%	0.63%
	A.06 If relevant, does the ARC have the necessary licences for Receipt/Viewing/Transmission of Music & TV	5.0%	0.63%
	A.07 Is a Number Plate Registration Licence Number (SID) in place (England & Wales only).	5.0%	0.63%
	<i>A.08-A.13 - Does the ARC have the following Company Policies in place?</i>		
	A.08 Does the ARC have a documented Data Policy , including description of appropriate Data Security Measures?	5.0%	0.63%
	A.09 Does the ARC have a Human Resources Policy supported by a Staff Handbook or similar?	5.0%	0.63%
	A.10 Does the ARC have a Health & Safety Policy which is made available to all staff?	5.0%	0.63%
	A.11 Does the ARC have a published Environmental Policy ?	5.0%	0.63%
	A.12 Does the ARC have a Service & Quality Policy ?	5.0%	0.63%
	A.13 Does the ARC have a Company Driving Policy ?	5.0%	0.63%
		100.0%	12.5%

Image?	SECTION B: HEALTH & SAFETY COMPLIANCE	Of Section	Of Total
	B.01 Is there a current Fire Risk Assessment in place, and has a Fire Drill been completed in the last six months?	10.0%	1.25%
	B.02 Does the ARC have a current COSHH Assessment in place?	5.0%	0.63%
	B.03 Has the ARC completed General Risk Assessments for all relevant risks in the business within the last 12 months?	10.0%	1.25%
	B.04 Is all currently required Health & Safety Signage correctly displayed?	5.0%	0.63%
	B.05 Have Annual Health Checks been undertaken for all relevant staff?	10.0%	1.25%
	B.06 Does the ARC have a current and correct PPE Register ?	5.0%	0.63%
	B.07 Are there suitable Waste Management practices in place (incl. for hazardous waste) and fully documented?	7.5%	0.94%
	B.08 Does the ARC have a process in place to document any relevant incidents under RIDDOR ?	7.5%	0.94%
	B.09 Are/is there the required number of First Aiders with current certification?	5.0%	0.63%
	B.10 Does the ARC have an up-to-date VOC Log , which records <i>net</i> usage year-to-date?	2.5%	0.31%
	B.11 Are all paint and associated products in use EPA Compliant , supported by the relevant Material Safety Data Sheets?	5.0%	0.63%
	B.12 Has the ARC undertaken Fixed Electrical Testing within the last 5 years?	2.5%	0.31%
	B.13 Has the ARC undertaken Portable Electrical Testing within the last 2 years?	2.5%	0.31%
	B.14 Does the ARC have records available to confirm Air Quality Tests have been conducted quarterly in line with HSE/COSHH requirements?	7.5%	0.94%
	B.15 Are records available to confirm that current Booth Servicing has been undertaken?	5.0%	0.63%
	B.16 Are current Booth Clearance Times displayed on both the main and personnel doors of all booths?	5.0%	0.63%
	B.17 Is there a Secure, Fixed SRS Storage capability?	5.0%	0.63%
		100.0%	12.5%

Image?	SECTION C: SITE & FACILITY MANAGEMENT		Of Section	Of Total
	C.01	Are all site Buildings in a Good State of Repair, heated, water tight and well lit?	10.0%	1.00%
Yes	C.02	Is the External Area surrounding the premises, including any signage, well-maintained?	10.0%	1.00%
Yes	C.03	Are there adequate, correctly marked Customer Parking bays available?	10.0%	1.00%
	C.04	Does the ARC have at least one designated Disabled Parking Bay ?	10.0%	1.00%
Yes	C.05	Is there a Secure Vehicle Storage area that ensures vehicles are stored safely and protected from the weather?	10.0%	1.00%
	C.06	Is there a dedicated Total Loss Storage area out of sight of customers?	10.0%	1.00%
<i>C.07-C.10 - Does the Customer Reception area have/meet the following?</i>				
Yes	C.07	Is the Customer Reception area Well-Signposted and readily accessible with opening hours displayed prominently?	10.0%	1.00%
	C.08	Does the Customer Reception have adequate Disabled Access ?	10.0%	1.00%
Yes	C.09	Is the Customer Reception area Clean, Tidy and Suitably Equipped with customer facilities?	10.0%	1.00%
	C.10	Does the Customer Reception have dedicated Customer Toilets including a Disabled capability?	10.0%	1.00%
			100.0%	10.0%
				10.0%

Image?	SECTION D: CUSTOMER MANAGEMENT		Of Section	Of Total
	D.01	Is there a Vehicle Check In procedure with appropriate documentation, incl. image capture, in place?	12.5%	1.88%
	D.02	Does the ARC have a secure Personal Possessions Storage facility?	7.5%	1.13%
	D.03	Is there a Vehicle Handover procedure with appropriate documentation in place?	12.5%	1.88%
	D.04	The ARC should have a designated Estimating/Handover Bay with adequate lighting suitable for customer viewing.	7.5%	1.13%
	D.05	The ARC should have an appropriate number of Courtesy Cars available meeting an agreed specification (age, mileage etc.).	10.0%	1.50%
	D.06	Does the ARC possess/have access to a 24-hour Recovery Service ?	15.0%	2.25%
	D.07	In line with Atticus's Complaints Policy, does the ARC have a suitable Complaints Log & Complaints Resolution process in place?	15.0%	2.25%
	D.08	Does the ARC comply with Atticus's ' Customer Contact Process ' as laid down in the Atticus SLA (subject to on-site verification)?	20.0%	3.00%
			100.0%	15.0%
				15.0%

Image?	SECTION E: WORKSHOP CONTROL		Of Section	Of Total
	E.01	Is there a computerised Bodyshop Management system in place?	10.0%	1.00%
	E.02	Is there an industry-recognised electronic Vehicle Damage Assessment system in use?	10.0%	1.00%
	E.03	Does the ARC have access to recognised Repair Methods for all repairs it undertakes?	10.0%	1.00%
	E.04	Is there a Workshop Loading system in place?	5.0%	0.50%
	E.05	Does the ARC generate a comprehensive Job Pack for every repair, to include QC forms, repair methods, parts requisitions etc.?	10.0%	1.00%
	E.06	Is there a means of Recording Repair Hours allocated and taken on a job-by-job basis?	5.0%	0.50%
Yes	E.07	Does the ARC have a sufficient number of Workshop/Paintshop Bays to process work volumes as anticipated, and to avoid cross-contamination?	7.5%	0.75%
	E.08	Does the ARC have a dedicated workbay or area suitable for undertaking Jig/Body Alignment processes?	7.5%	0.75%
	E.09	Does the ARC have a dedicated Valet Bay for the purpose of washing and cleaning vehicles?	5.0%	0.50%
	E.10	Is there a dedicated/designated New Parts Storage Area ?	5.0%	0.50%
	E.11	Is there a dedicated/designated Displaced Parts Storage Area ?	5.0%	0.50%
Yes	E.12	Is there a suitably enclosed & ventilated Paint Mixing/Storage Room ?	5.0%	0.50%
	E.13	Are customer vehicles suitably protected with the use of Car Care Kits during the repair process, e.g. seat covers, aperture masking, floor mats etc.)	5.0%	0.50%
	E.14	Is there a procedure in place to ensure that there is No In-Vehicle Storage of displaced parts, tools, consumables etc.?	5.0%	0.50%
	E.15	Does the ARC have a formal Business Continuity Plan in place should the ARC suffer disruption to production?	5.0%	0.50%
			100.0%	10.0%
				10.0%

Image?	SECTION F: STAFF	Of Section	Of Total
	F.01 Is there a complete Organisation Chart in place and visible that captures all current roles & responsibilities?	10.0%	1.00%
	F.02 Do all staff have documented Job Descriptions ?	10.0%	1.00%
	F.03 Are all staff subject to a formal Performance & Skills Review process regularly, and at least annually?	10.0%	1.00%
	F.04 The ARC must nominate one primary Customer Service Contact (plus a secondary contact) for liaising with Atticus.	10.0%	1.00%
	F.05 Have all relevant staff undergone Hybrid/EV Safety Awareness training?	10.0%	1.00%
	F.06 Does the ARC have at least one Vehicle Damage Assessor with an industry-recognised qualification within the last 3 years? <i>(plus Estimating System training & Hybrid/EV training)</i>	12.5%	1.25%
	F.07 Does the ARC have at least one MET Technician with an industry-recognised qualification within the last 3 years? <i>(plus Aircon accreditation, Autoglazing accreditation, Four Wheel Alignment training & Hybrid/EV training)</i>	12.5%	1.25%
	F.08 Does the ARC have at least one Panel Technician with an industry-recognised qualification within the last 3 years? <i>(plus BS1140/BS4872/AOM009 welding accreditations, welding equipment training, panel bonding, jig equipment training, plastic repair training & Hybrid/EV training)</i>	12.5%	1.25%
	F.09 Does the ARC have at least one Paint Technician with an industry-recognised qualification within the last 3 years (or 6 years with full CPD)? <i>(plus paint product training & Hybrid/EV training)</i>	12.5%	1.25%
		100.0%	10.0%
			10.0%

Image?	SECTION G: TOOLING & EQUIPMENT	Of Section	Of Total
	<i>In all cases, it is the responsibility of the ARC to ensure that the specification of any tooling or equipment used in the repair process for any Atticus clients meets any functional or performance requirements as demanded by the motor manufacturer in respect of the structural composition of the vehicle and any associated repair methods as obtained under E.03.</i>		
	G.01 Complete & up-to-date Calibration Records for all relevant tooling & equipment must be available at all times for inspection.	7.5%	0.75%
	G.02 Complete & up-to-date Maintenance Records for all relevant tooling & equipment must be available at all times for inspection.	7.5%	0.75%
	G.03 The ARC is expected to carry a suitable selection of General Tooling (see supplied list).	7.5%	0.75%
	G.04 The ARC is expected to carry a suitable selection of General Workshop Equipment (see supplied list).	7.5%	0.75%
	<i>G.05-G.10 - In addition to the above, the following Core Equipment must be in place (* may be subcontracted at Atticus's discretion)</i>		
	G.05 Body alignment jig (bracket) – (or) Body alignment jig (measuring system)	10.0%	1.00%
	G.06 Computerised 4 wheel alignment with print-out *	10.0%	1.00%
	G.07 MIG/MAG Welder	10.0%	1.00%
	G.08 Resistance/Spot Welder	10.0%	1.00%
	G.09 Enclosed Spraybooth	10.0%	1.00%
	G.10 Air Conditioning Recharge equipment *	10.0%	1.00%
	<i>G.11-G.12 - The ARC must also have access to the following:</i>		
	G.11 General/Manufacturer specific Diagnostic Equipment	5.0%	0.50%
	G.12 General/Manufacturer specific ADAS Re-calibration Equipment	5.0%	0.50%
		100.0%	10.0%
			10.0%

Image?	SECTION H: THIRD PARTY RELATIONSHIPS	Of Section	Of Total
	H.01 The ARC must have in place a Comprehensive SLA with any subcontractor to whom it delegates work c/w all supporting documentation.	40.0%	2.00%
	H.02 The ARC must provide Atticus with a copy of its current BS10125 Certificate .	40.0%	2.00%
	H.03 The ARC must make available to Atticus upon request copies of Certificates/Documentation to support any formal Vehicle Manufacturer Approvals it carries.	20.0%	1.00%
		100.0%	5.0%
			5.0%

Image?	SECTION I: REPAIR QUALITY MANAGEMENT	Of Section	Of Total
<i>At its own discretion, Atticus may conduct individual Repair Order Audits, either during the planned, annual general compliance audit, or at others times, announced or unannounced, as it see fits. In any event, Repair Quality Management will always be assessed during the annual audit.</i>			
I.01	Does the ARC have a documented Quality Control Process in place with End-of-Stage Sign Off at each step of the repair process?	15.0%	2.25%
I.02	Does the ARC conduct a Final QC Check at the end of the Repair Process, which is signed off against the Job Card and associated documentation?	15.0%	2.25%
I.03	Does the ARC commit to complete repairs so as to underwrite any remaining terms of a vehicle manufacturer's paint/anti-perforation warranty?	15.0%	2.25%
I.04	Unless expressly authorised by Atticus, does the ARC commit to using Genuine OE Replacement Parts at all times?	15.0%	2.25%
I.05	(Identifies those areas covered by a formal Repair Order Audit or under a general quality assessment). Does the ARC confirm its compliance that all work is of a quality and process adherence to bear detailed scrutiny of the elements as detailed in the Guidance Notes?	40.0%	6.00%
100.0%		15.0%	15.0%
100.0%			

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