

Reference	Mandatory	 The Power to Surprise	<h1>APPROVED BODYSHOP STANDARDS</h1> <h2>2020</h2>	Weighting (SECTION)	Weighting (of TOTAL)
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M Indicates a Mandatory Standard

1	CUSTOMER EXPERIENCE			
1.01	M	Customer Parking: There must be a minimum of 4 customer parking places available & clearly lined plus 1 disabled car parking bay.	15.0%	1.5%
1.02	M	Customer Reception: Customer reception area must be clearly signed, clean and tidy with refreshment facilities and allow unrestricted access to disabled customers. Customer-facing staff should wear either Kia or neutrally branded workwear.	15.0%	1.5%
1.03		Customer Toilets: Customer toilets must be separate from workshop toilets but may be shared by office staff with unrestricted access to disabled	10.0%	1.0%
1.04		Courtesy Cars: A minimum of 2 courtesy cars should be available and ideally Kia branded.	10.0%	1.0%
1.05		Vehicle Check In/Hand Over Procedure: Vehicle Check In & Hand Over procedures in place.	20.0%	2.0%
1.06		Complaints Process: Complaints log and resolution process in place and up to date.	10.0%	1.0%
1.07		Data Protection: A documented Data Policy, including description of appropriate Data Security Measures.	20.0%	2.0%
Total			100.0%	10.0%

2	COMPLIANCE and LEGISLATION			
2.01		Compliance, Engineering Statutory Reports: Health & Safety Comply with all related H&S, industry codes, regulations, and applicable laws.	25.0%	3.8%
2.02		Employers Liability & Motor Trade Insurance: Display current Employers Liability Insurance certificate and Motor Traders Insurance to be in place.	5.0%	0.8%
2.03		Waste Management: Waste, including hazardous waste, must be stored and disposed of in accordance with all applicable legislation and local authority regulations.	5.0%	0.8%
2.04		Electrical Testing: All electrical devices must comply with all applicable legislation (Fixed Testing & PAT).	5.0%	0.8%
2.05		Fire Risk Assessment: Up to date Fire Risk assessment in place & all staff trained in fire safety, with a copy of the last fire drill available.	6.5%	1.0%
2.06		Annual Staff Health Checks: All workshop staff to have completed annual health surveillance.	6.5%	1.0%
2.07		Air Quality Tests: Records available to confirm air quality tests conducted quarterly and aligned to HSE/COSHH.	5.0%	0.8%
2.08		Number Plate Registration Licence Number: Number Plate Registration Licence Number (SID) recording process to be in place.	5.0%	0.8%
2.09		Solvent Usage - VOC log: VOC log recording net usage in place, up to date and readily available.	5.0%	0.8%
2.10		Booth Servicing: Records available to confirm booth servicing up to date.	7.0%	1.1%
2.11		Booth Clearance Times/Smoke Tests: Booth Clearance times to be displayed on the booth(s)	5.0%	0.8%
2.12		Paint System(s): EPA compliant paint refinishing products must be used at all times.	10.0%	1.5%
2.13	M	Warranty Approved Paint System(s): One of the following eight Approved Paint Systems should be installed on site and used on all accident damage and warranty work directed to the bodyshop via the Kia dealer or via KMUK centrally: those brands are Sikkens & Lesonal (from Akzo Nobel Coatings BV), PPG & Nexa Autocolor (from PPG Industries Inc.), Glasurit & R-M (from BASF Coatings GmbH), and Standox & Spies Hecker (from Axalta Coating Systems LLC).	10.0%	1.5%
Total			100.0%	15.0%

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3	WORKSHOP PROCESSES and CONTROL			
3.01		Workshop Buildings: All workshop buildings must be in a good state of repair, heated, water tight and well lit.	10.0%	2.0%
3.02		Mechanical, Electrical & Trim Bays [MET] & Panel: A minimum of 6 bays in the workshop to complete the MET & Panel procedures and measures in place to prevent cross contamination.	5.0%	1.0%
3.03		Jig Bay (Fixed bed) OR Jig Bay (mobile): There must be a bay in MET & Panel capable of being used as a jig bay.	2.5%	0.5%
3.04		Paint Mixing Room: There must be a suitably enclosed area accommodating a paint mixing scheme and associated equipment.	5.0%	1.0%
3.05		Paint Preparation Bays: There must be a minimum of 2 paint preparation bays.	5.0%	1.0%
3.06		Paint Finishing Area: There must be a minimum of 1 bay to complete the refinish process - e.g. machine polishing / detailing.	2.5%	0.5%
3.07		Valet Bay: A designated area, inside or outside, designed for the purpose of washing and cleaning vehicles.	2.5%	0.5%
3.08		New Parts Store: A designated area to store new parts which should be clearly signed, clean and tidy.	2.5%	0.5%
3.09		Displaced Parts Storage: A designated area to store displaced parts which should be kept clean and tidy with facilities for safe storage and quick retrieval.	2.5%	0.5%
3.10		Warranty Parts Area: A designated secure area to store displaced warranty parts in accordance with the Kia Warranty Procedure.	2.5%	0.5%
3.11		Car Care Kits: Seat covers and floor mats to be fitted to all vehicles entering the workshop.	2.5%	0.5%
3.12		Vehicle Protection: Vehicle exterior and interior surfaces should be protected from dust and other material fall out when in the workshop.	2.5%	0.5%
3.13		Displaced Parts, Tools, Consumables Storage: Displaced parts, tools or consumables should not be stored in or on any part of the vehicle.	2.5%	0.5%
3.14		Secure Vehicle Storage Area: Vehicles should be stored in a secure area with all exposed apertures made weathertight.	5.0%	1.0%
3.15	M	Estimating: Audatex is KMUK's preferred recognised computerised estimating system that must be used to calculate repair times.	15.0%	3.0%
3.16		Process to communicate VIN number to Dealer for recall check: Process to be in place to enable Kia dealer to confirm 'recall' and 'service' status on all Kia vehicles during the estimating stage of repair.	2.5%	0.5%
3.17	M	Bodyshop Management System: A recognised PC or Internet based bodyshop management system (BMS) must be in place.	7.5%	1.5%
3.18		Time Recording: There must be an accurate method of measuring and recording actual repair times.	2.5%	0.5%
3.19		Workshop Loading: Workshop loading system in place and up to date.	2.0%	0.4%
3.20		Job Pack: Job pack (in electronic format or hard copy) to include job card, repair methods and quality control forms should be prepared for each vehicle entering the workshop.	10.0%	2.0%
3.21	M	Kia Diagnostic System (KDS): KDS to be available via your Kia dealer to conduct diagnostic checks on Kia vehicles when appropriate.	4.0%	0.8%
3.22		Hybrid/Electric Vehicle Safety Awareness: A document defining the safe handling and movement of Hybrid/EVs, supported by an Awareness Programme for all staff who have physical contact with the vehicle.	2.0%	0.4%
3.23		Advanced Driver Assistance Systems: Access to the relevant ADAS re-calibration Kits and Special Service Tools (SSTs) via the nominating Kia dealer; other generic equipment should not be used without written approval from KMUK.	2.0%	0.4%
Total			100.0%	20.0%

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4	PEOPLE			
4.01		Bodyshop Manager/Supervisor: There must be a minimum of 1 manager or supervisor on-site at all times.	8.0%	1.0%
4.02		Customer Care Representative: There must be a minimum of 1 person responsible for managing and coordinating customer and work provider	4.0%	0.5%
4.03		Estimator/Vehicle Damage Assessor: There must be a minimum of 1 estimator on site with current relevant industry recognised qualifications.	13.0%	1.6%
4.04		MET Technician: There must be a minimum of 1 MET technician on site with current relevant industry recognised qualifications.	13.0%	1.6%
4.05		Panel Technician: There must be a minimum of 1 Panel technician on site with current relevant industry recognised qualifications.	13.0%	1.6%
4.06		Paint Technician: There must be a minimum of 1 Painter on site with a relevant industry recognised qualification.	13.0%	1.6%
4.07		Hybrid/Electric Vehicle Technician: There must be a minimum of 1 technician, ideally on site, and with a current relevant industry recognised qualification to Level 3.	8.0%	1.0%
4.08		F-GAS: There must be a minimum of 1 technician, ideally on site, with certification of completing a recognised F-Gas training course.	8.0%	1.0%
4.09		ADAS: Such re-sets should take place at the Kia dealership using KMUK's ADAS Re-calibration Kits and Special Service Tools (SSTs), and carried out by a dealer technician having received the necessary instruction/training on the equipment & tooling. If the bodyshop wishes to use generic aftermarket equipment, this may only become acceptable with written agreement from KMUK.	8.0%	1.0%
4.10		Parts Person: There must be a minimum of 1 person responsible for managing the procurement and distribution of parts.	2.0%	0.3%
4.11		Valet (Car Cleaner): There must be a minimum of 1 person to valet vehicles.	2.0%	0.3%
4.12		Driver: There must be a minimum of 1 person responsible for collecting and delivering customers' vehicles.	2.0%	0.3%
4.13		Training Plan & Annual Review of Skills: Annual review of all staff training plans and skills required to repair vehicles to Kia standards.	4.0%	0.5%
4.14		Organisation Chart: An up to date organogram (organisation chart) should be in place.	2.0%	0.3%
Total			100.0%	12.5%

5	THIRD PARTY RELATIONSHIPS			
5.01	M	Sub-contractor SLAs: A written agreement with supporting documentation must be in place between the bodyshop and all subcontractors used.	50.0%	2.5%
5.02	M	Dealer SLA: A work referral, parts supply, KDS and courtesy car/hire vehicle agreement must be in place between the 'nominating' Kia dealer and the bodyshop. In the case of a Kia dealer-owned bodyshop, this will be in the form of a letter of commitment.	20.0%	1.0%
5.03	M	Kia Motors (UK) SLA: Enter into a Service Level Agreement in respect of the Kia Accident Management Programme and Affinity Insurance.	30.0%	1.5%
Total			100.0%	5.0%

6	TOOLING and EQUIPMENT			
6.01		Calibration: Records available to confirm equipment calibration up to date.	10.0%	2.0%
6.02		General Servicing & Maintenance: Records available to confirm equipment maintenance programme up to date.	10.0%	2.0%
6.03		Tools: see Guidance Notes for full listing	15.0%	3.0%
6.04		Core Workshop Equipment:		
6.04.01	M	Body alignment jig (bracket) – (or) Body alignment jig (measuring system)	2.5%	0.5%
6.04.02	M	Spraybooth(s)	5.0%	1.0%
6.04.03	M	Computerised 4 wheel alignment	5.0%	1.0%
6.04.04	M	M.I.G./M.A.G. welder	10.0%	2.0%
6.04.05	M	Resistance/Spot Welder	10.0%	2.0%
6.04.06	M	Air conditioning plant	5.0%	1.0%
6.04.07	M	Air Bag Storage Cabinet	5.0%	1.0%
6.05		General Workshop Equipment: see Guidance Notes for full listing (incl. Torque Settings)	22.5%	4.5%
Total			100.0%	20.0%

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7		REPAIR QUALITY		
7.01		End-of-Process Sign-off: Documented Quality Control procedure in place to be signed off at the end of each stage of the repair.	30.0%	3.0%
7.02		Final Inspection: Once repairs have been completed, every vehicle must be inspected and checked off against the job card and final QC procedure.	30.0%	3.0%
7.03		Work Quality Inspection: At least two vehicles undergoing repair will be made available for inspection during the course of the Kia bodyshop audit.	40.0%	4.0%
Total			100.0%	10.0%

8		BRANDING and WARRANTY		
8.01	M	Kia Branded Signage: Bodyshop to display official Kia Approved Bodyshop Signage as issued/Approved Bodyshop Certificate which must be suitably displayed in reception, plus any literature/materials as required and as approved by Kia.	33.4%	2.5%
8.02		Workmanship: A minimum 5 years workmanship warranty must be provided on every paint and body repair.	13.3%	1.0%
8.03		Parts: All parts fitted must be guaranteed for the duration of the part manufacturer's own warranty.	13.3%	1.0%
8.04		Vehicle Manufacturer's Warranty: A minimum of the remaining period of any manufacturer's paintwork and/or anti-perforation warranty must be underwritten, for all work, including Warranty Work.	13.3%	1.0%
8.05	M	Kia Repair Certificate: Kia repair certificate to be issued to each customer on completion of repairs.	20.0%	1.5%
8.06		Bodyshop KPIs : Bodyshop to supply Key Performance Information to Kia as and when required relevant to Kia vehicles.	6.7%	0.5%
Total			100.0%	7.5%
Grand Total			100.0%	

These Standards must be read in conjunction with
Kia Bodyshop Guidance Notes 2020 (v01).pdf and **Kia Bodyshop Appendices 2020 (v01).pdf**
 to ensure that the full detail is understood; please be aware that the information in these documents is
 essential in determining if you are able to comply or not.
 For further information, contact us on kia@fusion-ms.co.uk.