



The Power to Surprise

# APPROVED BODYSHOP STANDARDS 2020

1 CUSTOMER EXPERIENCE		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
1.01	<p>Parking places must be reserved for customers' use at all times and must be of adequate size to enable doors to be opened without damaging either the vehicle or other vehicles.</p> <p>It is acceptable for a sign to be displayed prominently &amp; at driver eye level advising 'Disabled Drivers Sound Horn for Assistance' if disabled bay is not present.</p>	<p>For additional guidance please see:-  <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/341513/pdf/manforstreets.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/341513/pdf/manforstreets.pdf</a>            Section 8.3.49 (p.110) for minimum car parking bay sizes (current minimum is 2.4m wide x 4.8m long).</p>
1.02	<p>The entrance to reception must also be suitable to allow unrestricted access to disabled customers. In the event that there is inadequate access for disabled customers, the Bodyshop can with prior arrangement agree to meet such customers at the dealership or home address.</p>	<p>It is acceptable for a Dealer Bodyshop to have Kia branded uniforms but independent bodyshops would be expected to have brand-neutral attire (uniforms which do not display a Motor Manufacturers name or logo) or the Kia branding must be of equal prominence to that of any other brands represented.</p>
1.03	<p>The toilet facilities must be well stocked and maintained in a clean condition at all times. The facility must have access and be suitable for disabled customers.</p>	
1.04	<p>Courtesy cars should be clean, inside and out before releasing to the customer, and free from any significant damage. All courtesy cars should not be older than three years/30,000 miles.</p>	
1.05	<p>A process/form should be in place and ideally supported with images when a vehicle is received on site/or at time of collection from the customer to capture key information. The completed form should be signed by both the customer and bodyshop representative. The customer should be asked to remove all valuables from the vehicle and if not available the bodyshop representative should take images of the items, mark them up with job number and/or vehicle registration and store in a secure area of the stores/workshop.</p> <p>It is acceptable to utilise electronic image &amp; data capture along with e-signing for this process.</p>	<p>See <b>Appendices 01a &amp; 01b</b> for example forms.</p>

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
1.06	<p>A complaints process, electronic or hard copy, should be in place to document the nature of complaint, corrective and preventive action taken if complaint justified. A management review should take place on a regular basis to ensure preventative action effective. A rectification log should also be in place which will identify product and technician trends and thus appropriate training can be arranged.</p>	<p>See <b>Appendices 02 &amp; 03</b> for example forms.</p>
1.07	<p>All businesses are required to comply with the <b>Data Protection Bill 2017</b>, and the <b>General Data Protection Regulation (REGULATION (EU) 2016/679)</b>, applicable from 25<sup>th</sup> May 2018. Both pieces of legislation should be considered side by side.</p> <p>The Kia Approved Bodyshop should have determined its obligations as either a Data Controller and/or a Data Processor in respect of both employee personal data and other personal (typically customer or supplier) data.</p> <p>Furthermore, evidence is required to demonstrate that a suitable data policy is in place having undertaken, <i>inter alia</i>, all relevant evaluations &amp; assessments, and implemented appropriate processes, procedures and training.</p>	<p>Data Protection Bill  <a href="https://ico.org.uk/for-organisations/data-protection-bill/">https://ico.org.uk/for-organisations/data-protection-bill/</a>            Guide to the General Data Protection Regulation (GDPR)  <a href="https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/">https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/</a>            GDPR Key Definitions  <a href="https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/">https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/</a>            GDPR checklist for data controllers  <a href="https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/data-controllers/">https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/data-controllers/</a>            GDPR checklist for data processors  <a href="https://ico.org.uk/for-organisations/data-protection-self-assessment/">https://ico.org.uk/for-organisations/data-protection-self-assessment/</a>            Preparing for GDPR  <a href="https://ico.org.uk/media/2014146/gdpr-12-steps-infographic-201705.pdf">https://ico.org.uk/media/2014146/gdpr-12-steps-infographic-201705.pdf</a></p>

2 COMPLIANCE and LEGISLATION		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
2.01	All aspects of the bodyshop operation must comply with all applicable laws, regulations and industry codes relating to health and safety in the workplace (including but not limited to the Environmental Protection Act (EPA), the Control of Substances Hazardous to Health Regulations (COSHH), records of reports made under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Engineering Statutory Inspection Reports for compressors, air receivers, ramps and lifting equipment carried out by the Motor Trade Insurer or a recognised competent person . Personnel Protective Equipment (PPE) register in place, dated and signed for by all members of workshop staff. The Health & Safety policy should be up to date with an accident record book and appointed First Aiders in place.	<p><i>For additional guidance please see:-</i></p> <p><a href="https://www.hse.gov.uk/pubns/books/hsg261.htm">https://www.hse.gov.uk/pubns/books/hsg261.htm</a>  <a href="http://www.hse.gov.uk/coshh/index.htm">http://www.hse.gov.uk/coshh/index.htm</a>  <a href="http://www.hse.gov.uk/riddor/">http://www.hse.gov.uk/riddor/</a>  <a href="http://www.legislation.gov.uk/ukxi/1998/2306/contents/made">http://www.legislation.gov.uk/ukxi/1998/2306/contents/made</a>  <a href="https://www.hse.gov.uk/pubns/books/hsg129.htm">https://www.hse.gov.uk/pubns/books/hsg129.htm</a>  <a href="https://www.hse.gov.uk/PuBns/books/hsg276.htm">https://www.hse.gov.uk/PuBns/books/hsg276.htm</a>  <a href="http://www.hse.gov.uk/work-equipment-machinery/puwer.htm">http://www.hse.gov.uk/work-equipment-machinery/puwer.htm</a>  <a href="http://www.hse.gov.uk/pubns/books/index-hsg-ref.htm">http://www.hse.gov.uk/pubns/books/index-hsg-ref.htm</a>  <a href="http://www.hse.gov.uk/mvr/topics/degreaser.htm">http://www.hse.gov.uk/mvr/topics/degreaser.htm</a>  <a href="http://www.hse.gov.uk/pubns/books/accident-book.htm">http://www.hse.gov.uk/pubns/books/accident-book.htm</a></p> <p>Current guidelines recommend for businesses up to 5 employees – at least one appointed first aider and businesses of 5 – 50 employees at least one first aider trained in either First Aid at Work (FAW) or Emergency First Aid at Work (EFAW) see:-  <a href="https://www.hse.gov.uk/pubns/indg214.pdf">https://www.hse.gov.uk/pubns/indg214.pdf</a></p>
2.02	Current Employers’ Liability insurance certificate to be displayed in reception (or made readily accessible on request) and Motor Traders’ insurance in place to cover vehicles that are road tested and sufficient Public Liability cover - (recommend minimum of £5m).	<p>For additional guidance please see:-  <a href="http://www.hse.gov.uk/pubns/hse40.pdf">http://www.hse.gov.uk/pubns/hse40.pdf</a>  <a href="https://www.gov.uk/employers-liability-insurance">https://www.gov.uk/employers-liability-insurance</a></p>
2.03	An appropriate storage area/facility should be in place for all waste. It is also the duty of care for the bodyshop to know where the waste which includes scrap metal, plastics, paper, cardboard, general waste, waste solvents and oils are being taken and current agreements should be in place with all waste carriers. From the 1st of April 2016, a Hazardous Waste Licence is no longer required in England & Northern Ireland, but there is still a requirement for a bodyshop in Wales to have such a licence. There has never been any such requirement in Scotland.	<p>For additional guidance please see:-  <a href="https://www.gov.uk/dispose-hazardous-waste">https://www.gov.uk/dispose-hazardous-waste</a>,                      And for Wales  <a href="https://www.gov.uk/hazardous-waste-producer-registration-wales">https://www.gov.uk/hazardous-waste-producer-registration-wales</a></p>

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
2.04	<p>All electrical devices, fixed and portable, must be inspected, maintained and certificated in accordance with the requirements of all applicable legislation. Fixed Testing every five years or immediately for any new installations and changes to the building.</p> <p>Portable Appliance Testing (PAT) is not a legal requirement but it is recommended that a documented maintenance plan is in place for all appliances</p>	<p>For additional guidance please see:-  <a href="http://www.hse.gov.uk/pubns/books/hsg261.htm">http://www.hse.gov.uk/pubns/books/hsg261.htm</a>  page 72 section 317 &amp;  <a href="http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm">http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm</a> &amp;  <a href="http://www.hse.gov.uk/pubns/books/hsg107.htm">http://www.hse.gov.uk/pubns/books/hsg107.htm</a>  <a href="http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm">http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm</a></p>
2.05	<p>The bodyshop must carry out a fire risk assessment and train all the staff in fire drill procedure. Fire risk assessments should be conducted at least annually or if there is any change to the workshop buildings, externally or internally. Typically, fire drills should be carried out bi-annually, or more frequently if required by the local authority, and in any event the results recorded and retained on file.</p>	<p>For additional guidance please see:-  <a href="https://www.gov.uk/workplace-fire-safety-your-responsibilities/who-is-responsible">https://www.gov.uk/workplace-fire-safety-your-responsibilities/who-is-responsible</a> and  <a href="http://www.hse.gov.uk/toolbox/fire.htm">http://www.hse.gov.uk/toolbox/fire.htm</a></p>
2.06	<p>Staff to have at least annual staff health surveillance to include - <b>Audiometry</b> (hearing), <b>Dermatitis</b> (skin), <b>Spirometry</b> (lung function), <b>Hands Arm Vibration Syndrome</b> (HAVS) and <b>Biological Tests</b> (urine test) for painters.</p>	<p>For additional guidance please see:-  <a href="http://www.hse.gov.uk/health-surveillance/index.htm">http://www.hse.gov.uk/health-surveillance/index.htm</a>  <a href="http://www.hse.gov.uk/noise/regulations.htm">http://www.hse.gov.uk/noise/regulations.htm</a> ,  <a href="http://www.hse.gov.uk/vibration/hav/advicetoemployers/healthsurveillance.htm">http://www.hse.gov.uk/vibration/hav/advicetoemployers/healthsurveillance.htm</a>  <a href="http://www.hse.gov.uk/noise/healthsurveillance.htm">http://www.hse.gov.uk/noise/healthsurveillance.htm</a>  <a href="http://www.hse.gov.uk/pubns/indg175.pdf">http://www.hse.gov.uk/pubns/indg175.pdf</a> ,  <a href="https://www.hse.gov.uk/pUbns/priced/hsg276.pdf">https://www.hse.gov.uk/pUbns/priced/hsg276.pdf</a></p>
2.07	<p>Air Quality Tests should be conducted quarterly to be aligned to HSE/COSHH Code of Practice, L5, (Fifth Edition) Clause 180.</p>	<p>For additional guidance please see:-  <a href="http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf">http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf</a>  <a href="https://www.hse.gov.uk/pubns/books/hsg261.htm">https://www.hse.gov.uk/pubns/books/hsg261.htm</a>  page 24 section 98 for guidance  <a href="http://www.hse.gov.uk/pubns/guidance/g409.pdf">http://www.hse.gov.uk/pubns/guidance/g409.pdf</a></p>
2.08	<p>All suppliers of number plates must register with the Driver &amp; Vehicle Licensing Agency (DVLA) and are provided with a SID (Supplier ID Number). It is highly likely that the DVLA will make unannounced visits to ensure correct procedures are being followed. All bodyshops should record the Supplier ID Number on the Job Card.</p>	<p>For additional guidance please see:-  <a href="https://www.gov.uk/register-as-number-plate-supplier/dvla">https://www.gov.uk/register-as-number-plate-supplier/dvla</a> and  <a href="https://www.gov.uk/number-plate-supplier">https://www.gov.uk/number-plate-supplier</a></p>

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2.09	Volatile Organic Compounds (VOC) record log (VOC content of paints with associated material purchased in and solvent waste removed)	The delivery notes of products purchased containing VOC's should indicate the VOC content delivered. Keep records of the VOC content of these products and also keep records of the VOC content of any solvent waste disposed. <b>VOC usage is based on net figures.</b> See <b>Appendix 04</b> for example forms.
2.10	Up-to-date records for booth/oven maintenance should be in place.	Booth servicing including a panel temperature assessment and air movement evaluation should take place at least annually and the results recorded. It is important that servicing schedules are based on both running hours and duration in weeks/months.
2.11	Booth Clearance Times to be displayed on the booths, <b>both front and personnel</b> doors to include, clearance time, date of test, date of next test and who conducted test.	For additional guidance please see:- <a href="http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf">http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf</a> <a href="https://www.hse.gov.uk/pubns/books/hsg261.htm">https://www.hse.gov.uk/pubns/books/hsg261.htm</a> page 18 section 73 for guidance <a href="https://www.hse.gov.uk/pUbns/priced/hsg276.pdf">https://www.hse.gov.uk/pUbns/priced/hsg276.pdf</a>
2.12	EPA compliant paint refinishing products must be used at all times.	For additional guidance please see:- <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/211863/env-permitting-general-guidance-a.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/211863/env-permitting-general-guidance-a.pdf</a>
2.13	Unless a formal exception is granted by KMUK, one of the KMUK Approved Paint Brands must be installed on-site. Those brands are <b>Sikkens &amp; Lesonal</b> (Akzo Nobel Coatings BV), <b>PPG &amp; Nexa Autocolor</b> (PPG Industries Inc.), <b>Glasurit &amp; R-M</b> (BASF Coatings GmbH), and <b>Standox &amp; Spies Hecker</b> (Axalta Coating Systems LLC).	

<b>3 WORKSHOP PROCESSES and CONTROL</b>		
<b>REF</b>	<b>GUIDANCE NOTES</b>	<b>SUPPORTING INFORMATION</b>
3.01	All workshop buildings must be in a good state of repair, heated, water-tight, well-lit and kept in a presentable and tidy condition at all times. All floor surfaces must be in a sound condition and dust & dirt free.	
3.02	There must be a minimum of 6 bays in the workshop to complete the MET & Panel stages of the repair process and measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable the repair process to be carried out safely and effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools and equipment should be returned to the appropriate storage area after use and the bay dust and dirt free.	
3.03	There must be a bay in MET & Panel capable of being used as a jig bay and measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable pulling equipment to be operated safely and effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools and equipment should be returned to the appropriate storage area after use and the bay dust and dirt free.	
3.04	A mixing room to accommodate a mixing scheme should be on-site and comply with prevailing legislation, H&S guidelines, Fire Authority Standards and performance specification. The mixing room should include:- <ul style="list-style-type: none"> <li>• Mixing bench</li> <li>• Electronic smart scales which must be capable of recalculating formulae, retaining formula variations and vehicle data</li> <li>• Adequate lighting, ventilation and temperature (maintaining a minimum temperature of 14 degrees centigrade).</li> <li>• Gun cleaning facility</li> </ul>	For additional guidance please see:- <a href="https://www.hse.gov.uk/pubns/books/hsg261.htm">https://www.hse.gov.uk/pubns/books/hsg261.htm</a> page 16 section 53 for guidance

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3.05	There must be a minimum of 2 bays in the workshop to complete the Paint preparation stages of the repair process and measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable the repair process to be carried out safely and effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools and equipment should be returned to the appropriate storage area after use and the bay dust and dirt free.	
3.06	There must be a minimum of 1 bay in the workshop to complete the Refinish stage of the repair process and measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable the refinish process to be carried out safely and effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools and equipment should be returned to the appropriate storage area after use and the bay dust and dirt free.	
3.07	Within a designated area <b>on-site</b> , there must be a range of valeting equipment and materials, suitably stored, to facilitate cleaning of vehicles inside and out. An exterior soapy wash & leather, interior vacuum, and cleaning of the windows is an acceptable level of service for accident repaired vehicles.	The area must be managed in line with all current Health & Safety regulations & the drainage system must incorporate a separator meeting local authority regulations. Equipment should include a power washer, wet/dry vacuum, & interior & exterior cleaning products.
3.08	A designated area for the storage of new parts. The area should be clean and tidy and provide racking for bumpers and glass. All panels must be protected against accidental damage and clearly labelled with the job number and/ or vehicle registration, and due in date for quick retrieval.	
3.09	A designated area for the storage of displaced parts. It can include portable cages and must provide racking for bumpers. All parts, trim and glass must be protected against accidental damage and the storage area or cage clearly labelled with the job number and/or vehicle registration, for quick retrieval.	
3.10	A suitable secure area must be set aside to store displaced warranty parts & components. All items should be boxed/wrapped and clearly marked in accordance with Kia Motors (UK) Limited [KMUK] warranty procedure.	Warranty parts & components should be returned to the KMUK Dealer within <b>48 hrs of the vehicle leaving site</b> . Please refer to the 'nominating' KMUK Dealer for further warranty procedure information.

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3.11	Disposable or fabric seat covers & floor mats must be fitted to all vehicles entering the workshop & be maintained in a serviceable condition throughout the repair process.	A seat cover and floor mat should be fitted to <b>at least</b> the driver's area & remaining areas of the vehicle if being worked on.
3.12	The vehicle, including exposed trim and apertures, should be protected from dust and other material fall out throughout the repair process.	
3.13	Displaced parts, tools and consumables are not to be kept in or on the vehicle. They should be stored in an appropriate area. It is acceptable, however, to store small parts in tote boxes in the boot/hatch area of the vehicle provided there is a protective covering on the floor area and the boxes are clearly labelled with job number and/or vehicle registration.	
3.14	Vehicles should be stored in a secure area at all times with all exposed apertures made weather tight.	This includes vehicles awaiting inspection, parts, repair process and those deemed a total loss.
3.15	An industry recognised estimating system should be available, and repair times must be based on KMUK manufacturer times or Audatex times.	<b>Audatex</b> is KMUK's preferred platform and should be used for all work referred directly by KMUK, one of its dealers or by Verex.
3.16	A procedure must be in place between the 'nominating' Kia Dealer and the bodyshop to ensure that all Kia vehicles arriving on site for an estimate have the VIN number recorded and details forwarded to the Dealer so that they can check that the vehicle has had all appropriate recall checks and service actions completed.	The Dealer will arrange for any outstanding recall checks and service actions to be completed.
3.17	A recognised IT-based bodyshop management system (BMS) should be available and be used by all relevant staff. To ensure, amongst other functions, that customer and work provider service levels are recorded. *In a dealer-owned shop, & in the absence of a BMS, the shop must demonstrate full use of the dealer management system (DMS) to support bodyshop activity.	BMS or DMS* system to include labour management, claims & repair management, import from estimating packages, automatic updating of work provider websites, SMS text messaging, live status of WIP and essential management reports.
3.18	There must be an accurate method of measuring and recording actual repair times, either by a computerised bar code reader or by an electronic or mechanical time clock based on 100 time units.	
3.19	There must be an up to date method of booking work into the workshop and recording customer / vehicle details, either by means of a computerised diary or a T-card system. This should ensure that the optimum repair time frame is achieved at all times.	Usually included in the BMS package.



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3.20	<p>Details of the work to be carried out on each repair (job card) in either hard copy or electronic format should be issued to the workshop along with:-</p> <ul style="list-style-type: none"> <li>• QC form with suitable check procedures &amp; sign off processes at the end of each stage of the repair process and the recording of the identification of the jig, welding equipment and booth, if more than one of each plus the torque wrench(s) used during the repair process.</li> <li>• Any work provider requirements, e.g. “take images at paint stage”</li> <li>• Additional damage/parts authority requests</li> <li>• Repair methods – unless viewed through a PC/Laptop/Tablet in the workshop</li> </ul>	<p>Details of the work to be carried out should be recorded on a job card to include vehicle make/model, registration number and customer name.</p> <p>Repair methods can be sourced through the Kia Dealer using the <b>Global Service Way [GSW]</b> or Thatcham ecribe.</p> <p>For torque settings which are not included in the Kia repair methods or manuals, refer to <b>Appendix 08b</b>.</p>
3.21	<p>The <b>Kia Diagnostic System [KDS]</b> will enable dash warning faults to be quickly identified, the customer informed at the earliest opportunity and, if accident related, resolved before the vehicle is returned to the customer. The personalised ‘customer options’ should also be re-set at the same time.</p>	<p><b>KDS</b> checks should be arranged through the Kia dealer. It is permitted to use a non-Kia diagnostic system for basic functionality provided the Bodyshop can evidence the system is carrying the latest data and capabilities. However, for anything that would be considered more involved and may have safety implications for the vehicle, the Kia system must be used at all times.</p>
3.22	<p>The document needs to detail safe working practices associated with Hybrid and Electric Vehicles. Key inclusions need to cover safe-charging, vehicle movements (incl. recovery, delivery &amp; collection), storage of isolators etc.</p> <p>All staff should undergo an appropriate level of Hybrid &amp; Electric Vehicle safety awareness training, &amp; the completion of which should be documented.</p>	<p>For additional guidance please see: - <a href="http://www.hse.gov.uk/mvr/topics/electric-hybrid.htm">http://www.hse.gov.uk/mvr/topics/electric-hybrid.htm</a></p>
3.23	<p><b>Advanced Driver Assistance Systems:</b> The approved bodyshop is required to arrange access to the relevant KMUK ADAS re-calibration Kits and Special Service Tools (SSTs) at its nominating Kia dealer. <b>This is the only equipment permitted currently by KMUK.</b></p> <p>The bodyshop should notify the dealer at the earliest opportunity of the details of the vehicle that may require re-sets so that the dealer can check on <b>Global Service</b></p>	<p>It is accepted that some bodyshops may have acquired generic equipment for use in-house. Prior to such being utilised on a Kia vehicle, the bodyshop should obtain documentary evidence from the supplier that such equipment is capable of undertaking the re-sets as detailed by the dealer, and also be in receipt of <b>written confirmation from KMUK.</b></p>

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	<p><b>Way [GSW]</b> of the specific re-sets that will be required for that make/model etc. The bodyshop should retain that information with the Job Card.</p> <p>In order not to disrupt customer service and undermine 'key to key' times, the bodyshop should give the dealer as much notice as possible of potential re-sets being required, but certainly no less than three working days' notice.</p> <p>If the dealer cannot provide a booking in date in line with the bodyshop's request, please email us on <a href="mailto:kia@fusion-ms.co.uk">kia@fusion-ms.co.uk</a>. We will require the vehicle details incl. make, model, licence plate &amp; VIN, dealer name and contact name and copies of any correspondence, e.g. emails.</p>	<p>By way of 'best practice' the bodyshop should ensure Thatcham's position on ADAS is always observed, unless an alternative process is recommended by Kia (<a href="https://www.thatcham.org/wp-content/uploads/2019/05/Thatcham-Research-ADAS-Repair-Position-for-web-download.pdf">https://www.thatcham.org/wp-content/uploads/2019/05/Thatcham-Research-ADAS-Repair-Position-for-web-download.pdf</a>).</p> <p>If the bodyshop has any doubts about undertaking re-sets on Kia vehicles, please email us on <a href="mailto:kia@fusion-ms.co.uk">kia@fusion-ms.co.uk</a> for further guidance.</p>

4 PEOPLE <i>NB: The people holding the positions below can also fulfil other job functions if required.</i>		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
4.01	<b>Bodyshop Manager/Supervisor:</b> The minimum qualification for this position is 3 years in a management or supervisory role ideally in the automotive industry.	Manager / Supervisor should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b> ) and the means of obtaining relevant information. This person should also have attended/completed Kia Customer Care courses as and when requested by KMUK.
4.02	<b>Customer Care Representative:</b> The person responsible for this function must be customer orientated and experienced at dealing with the general public and work providers at all levels.	This person should also have attended/completed Kia Customer Care courses as and when requested by KMUK.
4.03	<b>Estimator/Vehicle Damage Assessor:</b> The minimum qualification for this position is (1) a competency based VDA accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u> , <b>and</b> (2) certification of completing a recognised estimating system training course within the last <u>two years</u> . <i>The approved bodyshop also agrees to make such staff available for Kia training, e.g. for specific Kia body repair processes, new model introductions etc., as and when determined by KMUK.</i>	Estimator should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b> ) and the means of obtaining relevant information and should also have attended/completed Kia Customer Care courses as and when requested by KMUK. For additional guidance please see:- <a href="https://www.thatcham.org/what-we-do/automotive-academy/">https://www.thatcham.org/what-we-do/automotive-academy/</a> - VDA or <a href="https://www.theimi.org.uk/standards-and-qualifications/accreditation">https://www.theimi.org.uk/standards-and-qualifications/accreditation</a> For torque settings which are not included in the Kia repair methods or manuals, refer to <b>Appendix 08b</b> .
4.04	<b>MET Technician:</b> The minimum qualification for this position is a competency-based MET accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u> . <i>The approved bodyshop also agrees to make such staff available for Kia training, e.g. for specific Kia body repair processes, new model introductions etc., as and when determined by KMUK.</i>	MET Technician should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b> ) and the means of obtaining relevant information. For additional guidance please see:- <a href="https://www.thatcham.org/what-we-do/automotive-academy/">https://www.thatcham.org/what-we-do/automotive-academy/</a> - MET or <a href="https://www.theimi.org.uk/standards-and-qualifications/accreditation">https://www.theimi.org.uk/standards-and-qualifications/accreditation</a> For torque settings which are not included in the Kia repair methods or manuals, refer to <b>Appendix 08b</b> .

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
4.05	<p><b>Panel Technician:</b> The minimum qualification for this position is (1) a competency-based Panel accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>, <i>including</i> (2) BS1140 <b>plus</b> BS4872 or IMI AOM-009 welding completed within the last <u>two years</u>, <i>and further including</i> (3) a competency-based Panel Bonding accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>.</p> <p><i>The approved bodyshop also agrees to make such staff available for Kia training, e.g. for specific Kia body repair processes, new model introductions etc., as and when determined by KMUK.</i></p>	<p>Panel Technician should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b>) and the means of obtaining relevant information.</p> <p>For additional guidance please see:-  <a href="https://www.thatcham.org/what-we-do/automotive-academy/">https://www.thatcham.org/what-we-do/automotive-academy/</a> - Panel or  <a href="https://www.theimi.org.uk/standards-and-qualifications/accreditation">https://www.theimi.org.uk/standards-and-qualifications/accreditation</a>, and  <a href="http://www.imiawards.org.uk/qualifications/details/resistance-spot-welding-bs1140-mag-welding-bs4872-aom-009-level-2-1193.html">http://www.imiawards.org.uk/qualifications/details/resistance-spot-welding-bs1140-mag-welding-bs4872-aom-009-level-2-1193.html</a></p> <p>For torque settings which are not included in the Kia repair methods or manuals, refer to <b>Appendix 08b</b>.</p>
4.06	<p><b>Paint Technician:</b> The minimum qualification for this position is a competency-based Paint accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>six years</u>.</p> <p>As the accreditation time frame has been extended it is a requirement that the paint technician(s) should be able to demonstrate continual professional development (CPD) and must attend in-house, paint manufacturer or paint distributor training at least biennially, and always at the deployment of any equipment, new major product (incl. new booths, fixed or mobile) or at paint system changes. Topics to be covered should include application, blending, mix quantities etc. A record of the date, duration and training topics should be retained on the technicians training file.</p> <p><i>The approved bodyshop also agrees to make such staff available for Kia training, e.g. for specific Kia body repair processes, new model introductions etc., as and when determined by KMUK.</i></p>	<p>Paint Technician should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b>) and the means of obtaining relevant information.</p> <p>For additional guidance please see:-  <a href="https://www.thatcham.org/what-we-do/automotive-academy/">https://www.thatcham.org/what-we-do/automotive-academy/</a> - Paint or  <a href="https://www.theimi.org.uk/standards-and-qualifications/accreditation">https://www.theimi.org.uk/standards-and-qualifications/accreditation</a></p>
4.07	<p><b>Hybrid/EV Technician:</b> The minimum qualification for this position is a competency-based Hybrid/EV accreditation, equivalent to IMI Awards Level 3 be that VCQ/NVQ/COMPETENCE, completed within the last three years.</p>	<p>Hybrid EV Technician should be aware of the Kia Technical Information platforms (e.g. <b>GSW</b>) and the means of obtaining relevant information.</p>

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
	<p>Such an individual should ideally be a permanent member of bodyshop staff. If however the bodyshop elects to use a subcontractor (e.g. the Kia dealer), the bodyshop must ensure that the relevant accreditation is in place.</p> <p><i>The approved bodyshop also agrees to make such staff available for Kia training, e.g. for specific Kia body repair processes, new model introductions etc., as and when determined by KMUK.</i></p>	<p>For additional guidance please see:-  <a href="http://awarding.theimi.org.uk/Qualifications/Level-3-Award-in-Electric-Hybrid-Vehicle-System-Repair-and-Replacement">http://awarding.theimi.org.uk/Qualifications/Level-3-Award-in-Electric-Hybrid-Vehicle-System-Repair-and-Replacement</a></p>
4.08	<p><b>F-GAS Technician:</b> The minimum qualification for this position is certification of completing a recognised F-Gas training course.</p> <p>Such an individual should ideally be a permanent member of bodyshop staff. If however the bodyshop elects to use a subcontractor (e.g. the Kia dealer), the bodyshop must ensure that the relevant certification is in place.</p>	<p>For additional guidance please see:-  <a href="https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas">https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas</a></p>
4.09	<p><b>ADAS Re-calibration:</b> At the time of publication, it is a requirement that approved bodyshop arranges for ADAS 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 &amp; tooling.</p> <p>If the bodyshop wishes to use generic aftermarket equipment, it must have written agreement from KMUK and would always require the bodyshop to ensure that the relevant technician instruction/training has been given on such equipment.</p>	<p>Unless an alternative process is recommended by Kia, any instruction/training should follow Thatcham's position on ADAS via the link below:  <a href="https://www.thatcham.org/thatcham-research-brings-clarity-to-ad-as-repair-2/">https://www.thatcham.org/thatcham-research-brings-clarity-to-ad-as-repair-2/</a>            Embedded in this page is a second link to the summary document you should read:  <a href="https://www.thatcham.org/wp-content/uploads/2019/05/Thatcham-Research-ADAS-Repair-Position-for-web-download.pdf">https://www.thatcham.org/wp-content/uploads/2019/05/Thatcham-Research-ADAS-Repair-Position-for-web-download.pdf</a></p>
4.10	<p><b>Parts Person:</b> The minimum qualification for this position is 1 year in a parts role ideally in the automotive industry.</p>	
4.11	<p><b>Valeter:</b> The minimum qualification for this position is 6 months in a valet / cleaner role ideally in the automotive industry.</p>	
4.12	<p><b>Driver:</b> The minimum qualification for this position is on the job training and a full driving licence, with a maximum of 6 points.</p>	<p>This person should also have attended/completed Kia Customer Care courses as and when requested by KMUK.</p>
4.13	<p>A current, relevant training plan should be put in place for each individual and an assessment of skills readily available to address changes in motor vehicle technology, materials used in construction and industry training requirements.</p> <p>Update Job Description(s) to include 'new' skills to fulfil job role.</p>	

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
4.14	An up to date organisation chart should be in place detailing the personnel structure of the business and ideally identifying all First Aiders, Fire Marshalls and IMI Awards/VCQ/NVQ/COMPETENCE accredited technicians	

5 THIRD PARTY RELATIONSHIPS		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
5.01	A written SLA, signed and dated by both parties as well as copies of current Public Liability Insurance, calibration, maintenance records for equipment being used and current technician industry recognised professional competency, completed within the last three years (where applicable), should be obtained from the subcontractor and retained on file.	See <b>Appendices 05a, 05b &amp; 05c</b> for example forms – Kia Outline Agreements for Subcontractors
5.02	A written SLA signed and dated by both parties to include work referral, parts supply, <b>KDS</b> , warranty procedure and provision of courtesy car/hire vehicles must be in place between the 'nominating' Kia dealer and the Bodyshop.	See <b>Appendix 06a</b> for a sample Letter of Commitment (for Kia dealer bodyshops) and <b>Appendix 06b</b> for a sample SLA (for independent/non-Kia dealer bodyshops). In either case, the documentation will be issued centrally by KMUK.
5.03	All approved bodyshops are expected to enter into a Service Level Agreement in respect of any Kia Accident Management Programme and Affinity Insurance.	The SLA will be issued by Verex/Retention.

6 TOOLING and EQUIPMENT		
<i>NB: KMUK reserves the right to change specifications without advance notice to ensure the continuing safe repair of Kia Vehicles.</i>		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
6.01	All relevant tooling & equipment and measuring devices must be inspected, serviced and calibrated in accordance with the manufacturer's recommendations or at least annually and a system should be in place to store the calibration records.	Calibrated equipment to include: - torque wrenches, body jig, welding equipment, paint scales, paint depth gauge, booths, tyre pressure gauges, wheel alignment equipment, headlamp alignment equipment, air conditioning equipment, ADAS equipment.
6.02	All tools and equipment must be maintained in a safe working condition in accordance with best practice, at least annually, and the manufacturer's recommendations and a system should be in place to store the maintenance records.	Equipment to include: - compressors, air receivers, body jig, welding equipment, dust extraction, hand tools, jacks, axle stands, ramps, torque wrenches, wheel alignment equipment.
6.03	<b>Small Tools</b>	See <b>Appendix 07</b>
6.04	<b>Core Equipment</b>	
6.04.01	<p>A <b>body alignment jig &amp; measuring system</b> should be on site with the capability of:</p> <ul style="list-style-type: none"> <li>• Repair bench ideally with a length of up to 5.0 metres, but with an absolute minimum of 4.0 metres but able to accommodate a wheelbase of no less than 2.9 metres.</li> <li>• Lift capacity of bench and lift minimum 2500 kilos</li> <li>• Capable of clamping the entire range of Kia vehicles</li> <li>• Capable of accepting a universal measuring system with both upper &amp; under body measuring</li> <li>• Manual or Electronic measuring system</li> <li>• Latest Kia data</li> <li>• Pre &amp; post repair measurement records</li> </ul>	



REF	GUIDANCE NOTES	SUPPORTING INFORMATION
6.04.02	<p>There must be a minimum of 1 EPA compliant <b>spraybooth</b> with build specifications compliant to the latest Health &amp; Safety guidelines on site. The spraybooth must be suitable for the application, by spraying, of EPA compliant waterborne automotive paint systems and low bake drying plus:</p> <ul style="list-style-type: none"> <li>• Internal measurement of 4.0 metres wide and 7.0 metres long with a minimum door height of 2.4 metres.</li> <li>• Achieve a minimum panel temperature during the bake cycle of 60C within 10 minutes.</li> <li>• Minimum 1000 lux high frequency and energy efficient lighting.</li> <li>• Have a magnahelic gauge, positive booth pressure indicators, air cut-off valves fitted and in good working order.</li> <li>• Minimum 3.75 air changes per minute.</li> <li>• Internal cabin noise level to meet HSE Legislation and nominal 76db.</li> <li>• Full service records are to be maintained at least annually, and the bodyshop should ensure with the assistance of either the booth maintenance company or its paint supplier that the booth is performing to a level such that the appropriate panel temperatures can be achieved to ensure the full and proper curing of paint materials.</li> </ul>	<p>For additional guidance please see: -  <a href="https://www.hse.gov.uk/pUbns/priced/hsg276.pdf">https://www.hse.gov.uk/pUbns/priced/hsg276.pdf</a></p>
6.04.03	<p><b>Four-wheel alignment</b> equipment should be on site with the capability of:-</p> <ul style="list-style-type: none"> <li>• Ability to measure front and rear camber, castor, KPI, set back and toe.</li> <li>• Print facility and save option for electronic communication e.g. email.</li> <li>• Capable of measuring toe in mm as well as degrees (degrees and minutes or decimal degrees)</li> <li>• Measuring heads should be suitable for wheel rims up to 20 inches in diameter (minimum)</li> <li>• Equipment data base to incorporate factory settings for all Kia models and updated as and when required</li> <li>• Ability to be able to manually enter vehicle geometry specification required (for new models etc.)</li> <li>• Recommended that measuring heads are laser type (i.e. wireless)</li> <li>• Calibrated for use on a four-post ramp</li> </ul>	<p>Where four-wheel alignment cannot be completed in the bodyshop it must be subcontracted to a Kia Dealer or Authorised Repairer (AR) in the first instance. If the Kia Dealer or AR does not have the facility then it can be subcontracted, subject to the terms of 5.01 above being met.</p>

REF	GUIDANCE NOTES	SUPPORTING INFORMATION
6.04.04	<b>MIG</b> welder to be a 3 Phase machine with a minimum power of 180 amps.	
6.04.05	<b>Inverter Spot Welder</b> to be a 3 Phase inverter machine with a minimum 10,000 amps and minimum electrode pressure of 300dan @ 7.5 bars.	
6.04.06	<p><b>Air Conditioning</b> equipment to service both R134a and R1234yf equipped vehicles must be available preferably on site.</p> <p>Air Conditioning Re-Charging Equipment must include:</p> <ul style="list-style-type: none"> <li>• Separate R134a and R1234yf units recommended</li> <li>• Equipment should be compatible with PAG lubricating oil and POE oil (used in some Hybrid, fuel cell and electric vehicles fitted with motor type A/C Compressors)</li> <li>• Meet all legislative requirements relating to storage and handling</li> <li>• Systems to be Semi / Fully automatic</li> <li>• Equipment to be capable of measuring refrigerant quantity used</li> <li>• Auto Oil facility</li> <li>• Separate provision for leak detection – Nitrogen, dye or ‘Sniffer’ depending on system, equipment or A/C gas</li> <li>• Separate LCD digital thermometer and temperature probe</li> <li>• R1234yf units must have built in or ‘plug in’ gas identifier</li> </ul>	<p>Refer to Kia Motors (UK) Ltd – <b>Service Bulletin</b>  <b>Date:</b> 19 April 2013  <b>Ref:</b> <b>AS/SD/130419</b></p> <p><b>Title:</b> Air Conditioning Refrigerant (R1234yf) Update</p> <p><a href="https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas">https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas</a></p>
6.04.07	Facility to <b>store displaced SRS components</b> whilst the vehicle is under repair and new SRS components if required.	The air bag storage cabinet should be secured to the wall or floor and display an ‘Explosives Sign’.
6.05	<b>General Workshop Equipment</b> (incl. torque settings)	See <b>Appendices 08a &amp; 08b</b>

7 REPAIR QUALITY		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
7.01	<p>The member of staff responsible, e.g. MET Technician, Panel Technician, Hybrid/EV Technician, F-Gas Technician, ADAS Technician, Paint Technician and Valet must sign the vehicle's Quality Control sheet at the end of each stage of the repair process to confirm that the work has been completed in accordance with the job card specification and Kia repair methods.</p> <p>The reference number of each calibrated piece of equipment used during the repair process should also be recorded on the QC sheet to ensure a full audit trail is in place.</p>	See <b>Appendix 09</b> for an example form
7.02	<p>A suitably qualified person, e.g. Senior Technician, Supervisor, Manager or Estimator must inspect every completed vehicle before it is handed back to the customer to ensure that the overall repair has been completed in accordance with the job card specification and Kia repair methods. An itemised checklist must be completed, dated and signed once the final inspection has been completed.</p>	See <b>Appendix 10</b> for an example form
7.03	<p>Work in progress inspections will take place during the Kia audit to ensure repairs are being carried out to a good standard and in line with Kia's repair methods.</p>	

8 BRANDING and WARRANTY		
REF	GUIDANCE NOTES	SUPPORTING INFORMATION
8.01	Approved bodyshop must agree to display Kia branded signage, certificates, bodyshop marketing literature & materials as and when required by KMUK. For multi-brand environments Kia signage must be at least equally prominent as any other branded signage. No other signage may be displayed directly above or below Kia signage without the written approval of KMUK. Where planning restrictions or other physical constraints prevent the full implementation of Kia signage, an alternative scheme must be agreed with KMUK.	<b>All signage remains the property of Kia Motors UK, and must be regularly cleaned &amp; maintained, and no other signage featuring the Kia name or symbol may be displayed without formal approval from KMUK.</b>  For details of Kia branding guidelines, please email us on <a href="mailto:kia@fusion-ms.co.uk">kia@fusion-ms.co.uk</a> .
8.02	A minimum 5 years' workmanship warranty must be provided on every paint and body repair.	
8.03	All parts fitted must be guaranteed for the duration of the part manufacturer's own warranty and parts must be genuine and be sourced from the Kia Dealer that 'nominated' the bodyshop for Kia Bodyshop Approval.	
8.04	The remaining period of any manufacturer's paintwork and/or anti-perforation warranty must be underwritten on the repaired area of the vehicle. In the case of KMUK, the warranty period for paintwork is currently 5 years/100,000 miles and the warranty period for the anti-perforation warranty is unlimited mileage up to 12 years old for all current models.	For additional guidance please see:- <a href="http://www.kia.com/uk/innovation/7-year-warranty/terms-and-exclusions/">http://www.kia.com/uk/innovation/7-year-warranty/terms-and-exclusions/</a>
8.05	A generic repair certificate should be issued to the customer on completion of the repair. The repair certificate to include:- <ul style="list-style-type: none"> <li>• Job number</li> <li>• Customer name</li> <li>• Vehicle model, Registration Number &amp; VIN</li> <li>• Mileage at time of completion of repairs</li> <li>• Completion date</li> </ul>	<b>Kia reserves the right to introduce Kia branded certificates at any time.</b> Please refer to the Guidance Notes associated with Standard 1.07 in respect of data protection requirements.
8.06	Bodyshop to agree to supply Key Performance Information to KMUK as and when required, which may include but not necessarily be restricted to: <ul style="list-style-type: none"> <li>• Number of Kia repairs over a given period</li> <li>• Key 2 Key time for those repairs</li> <li>• Labour, Paint &amp; Materials and Parts sales &amp; total invoice values</li> </ul>	<b>Kia reserves the right to request such information at any time.</b>