

BOSCH CAR SERVICE OFT APPROVED / SUPPLIER NETWORK



AT A GLANCE

WHAT IS IT?

An OFT-Approved Consumer Code of Practice

WHO IS BEHIND IT?

Robert Bosch

SIZE OF NETWORK

400 independent garages

ANNUAL COST

£1200

HOW IS IT REGULATED?

Members are site audited once a year. It is a thorough 3-4 hour check and the network is also mystery shopped using prepared vehicles. Results from a customer satisfaction card system are processed by an independent company

CONSUMER INTEREST

98.9% of customers say they would use their local Bosch Car Service garage again

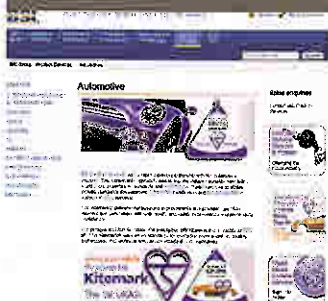
SCHEME BENEFITS

Use of the OFT and Bosch logos; marketing support; online advertising; county shows; confidential commercial and legal advice

The Bosch Car Service network is unique among the standards on the market in that it is the only code to have gained approval by the OFT. "We initially approached the OFT in early 2005, long before anyone had heard of the super complaint," says Bosch's Howard Price. "We care very much about the Bosch name and have had some form of approval scheme since the 1950s." He adds: "We go to the nth degree to show transparency. Every complaint we receive has to be reported to an independent panel and at any time they can call in the OFT. It is rigorous but it is also a tool to help businesses become better."

WEB: boschcarservice.co.uk

BSI KITEMARK INDEPENDENT ACCREDITATION



AT A GLANCE

WHAT IS IT?

A voluntary third party scheme based on garages meeting a rigorous set of technical and service standards

WHO IS BEHIND IT?

The British Standards Institute

SIZE OF NETWORK

127 licences issued (40 pending)

ANNUAL COST

1st year = £1922 (incl. £400 pre-audit gap analysis)
Subsequent years = £1500 pa

HOW IS IT REGULATED?

A strict auditing and ongoing assessment scheme. Consistent failure to meet the standard results in a BSI inspection, mystery shop and/or mystery vehicle shop at additional cost

CONSUMER INTEREST

63 percent of accredited garages report an increase in sales

SCHEME BENEFITS

Use of the Kitemark logo; ongoing assessment and advice; marketing support; business listing on Kitemark website

The BSI Kitemark scheme is considered the 'gold standard' of accreditation programmes. Garages must comply with a rigorous set of standards as laid out in PAS 80, the specification. This covers technical and customer services and business processes and has a framework of performance measures. The kitemark is probably the most well-known of all quality marks. It has been around since 1903 and scores 82 percent recognition with the general public. It is also the most robust scheme. "Kitemark is 100 percent independent and we have no interest in anything other than quality," says BSI's Ian Harper.

WEB: kitemark.com

MOTOR INDUSTRY SERVICE AND REPAIR CODE



AT A GLANCE

WHAT IS IT?

A code of practice designed for the whole of the service and repair market. The code sponsors have applied for accreditation under the OFT Consumer Codes Approval Scheme

WHO IS BEHIND IT?

It is the result of a collaborative effort by the retail motor trade, including the SMMT, RMIF, SMTA and IML. Work has been conducted under the auspices of the Government-led Retail Motor Strategy Group

ANNUAL COST

Unknown but it is thought the cost will not be prohibitive

HOW IS IT REGULATED?

In order to achieve OFT approval the code will need strict and transparent application, auditing and dispute resolution procedures

CONSUMER INTEREST

The NCC withdrew its super complaint threat in anticipation of this code

The Motor Industry Service and Repair Code has a lot riding on it. Many believe it is the aftermarket's last hope of remaining a self-regulating industry. The scheme is not live yet but its launch is understood to be scheduled for the second quarter of 2008. The code's sponsors have applied to the OFT for accreditation under its Consumer Codes Approval Scheme. The new code will need to set a benchmark for garage standards and the compliance regime must be rigorous and transparent. The price tag will need to be set at a commonly accepted level of affordability if the code is to attract the volume membership it needs.

WEB: oft.gov.uk

LOCAL AUTHORITY TRADER SCHEME NETWORK



AT A GLANCE

WHAT IS IT?

The network links together schemes run by local authority Trading Standards Services. The schemes tend to attract small, local independent traders and businesses

WHICH SCHEMES ARE INVOLVED?

- Buy with Confidence (south-east of England)
- Motor Trades Charter (Rhondda Cynon Taff)
- Better Business Partnership (Perth & Kinross Council)
- Trusted Trader Scheme (Dundee City Council)
- Trading Standards Approved Scheme (Bedfordshire County Council)
- Golden Spanner Approved Motor Trader Scheme (Cheshire County Council)
- Wirral Trader Scheme

HOW ARE THEY REGULATED?

Members are independently vetted and monitored by their local authority Trading Standards Service

The Local Authority Trader Scheme Network encompasses schemes run by 20 local authorities across England, Scotland and Wales, together with Trading Standards Services. Each is different but all aim to complement the OFT Consumer Codes Approval Scheme and Trustmark. Some schemes offer pre-payment protection or independent redress and all are subject to independent application and monitoring. Membership criteria include making a formal commitment to comply with terms and conditions promoting fair trading and some schemes allow consumers to assess services.

WEB: oft.gov.uk
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