

PAS 80:2005

Contents

Page	
ii	Foreword
iv	Introduction
1	1 Scope
2	2 Terms and definitions
2	3 Requirements
2	4 Pre-contract and initial contact
3	5 Contractual documents
5	6 Service delivery
9	7 Customer satisfaction
9	8 Control of service quality
9	9 Marking and conformity declaration
11	Annex A (informative) Quality framework for automotive garage services
13	Annex B (informative) Summary of customer-related provisions
14	Bibliography
14	Standards publications
14	Other publications
14	Further reading



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Foreword

This Publicly Available Specification, PAS 80, has been developed by a consortium of automotive aftermarket organizations, including Automotive Advantage, Castrol Limited, Straightset Limited and Unipart Automotive, in consultation with BSI Product Services, consumer groups and other bodies to provide a service specification for the servicing and repair of automotive vehicles in garages.

The specification is intended to be used:

- a) by customers seeking to identify an organization offering automotive repair and servicing;
- b) by automotive service organizations to benchmark their service delivery;
- c) as the basis for formal third party certification.

A specification or standard forms part of a trade description when cited by number or when compliance with it is claimed. Even where a standard does not specifically require marking with its number, organizations often refer to it in documentation. Such marking or reference constitutes a unilateral claim that the product, process or service conforms to all the requirements of the standard cited. The person making the claim is legally responsible in the UK under the Trade Descriptions Act 1968.

It is assumed that the execution of the provisions of this Publicly Available Specification is entrusted to appropriately qualified and competent people. This specification does not purport to include all necessary provisions of a contract. Users of this Publicly Available Specification are responsible for its correct application.

Users' attention is drawn to all existing legislation relevant to the subject matter of this Publicly Available Specification. The following legislation is relevant:

- Control of Misleading Advertisements Regulations 1988 (as amended) [1]
- The Trade Descriptions Act 1968 [2]
- The Consumer Credit (Advertisements) Regulations 2004 [3]
- Unfair Terms in Consumer Contracts Regulations 1999 [4]
- The Sale and Supply of Goods to Consumers Regulations 2002 [5]
- The Provision and Use of Work Equipment Regulations 1998 (PUWER) [6]

Acknowledgement is given to the following organizations that were partners in the project and/or consulted in the development of this Publicly Available Specification.

- BSI Consumer and Societal Policy Unit
- BSI Product Services

Pictures courtesy of the following organisations: Automotive Advantage, Castrol Limited, Straightset Limited, The Institute of the Motor Industry and Unipart Automotive.

In addition, representatives from the following organizations have been involved in the development of the Publicly Available Specification:

- Automotive Distribution Federation
- Bank of Scotland Vehicle Finance
- DTI, Consumer and Competition Policy
- Fleet Assist
- Ford Motor Company
- Hyundai Car (UK) Ltd
- IMI (The Institute of the Motor Industry)
- Kwik-Fit
- Lloyds TSB Autolease
- RAC
- SMMT (The Society of Motor Manufacturers and Traders Ltd)
- The British Accreditation Bureau
- Which

It is intended that this Publicly Available Specification will form the basis of a service conformity certification scheme to provide assurance to potential customers of automotive garage services that they have been independently evaluated and that the service provider's controls are in accordance with stated requirements.

This Publicly Available Specification is not intended to restrict new developments in technical or customer service design, development or provision.

This Publicly Available Specification is not to be regarded as a British Standard.

NOTE The Publicly Available Specification process enables a specification to be rapidly developed in order to fulfill an immediate need in industry.

This Publicly Available Specification has been prepared and published by BSI, which retains its ownership and copyright. BSI reserves the right to withdraw or amend this Publicly Available Specification on receipt of authoritative advice that it is appropriate to do so. This Publicly Available Specification will be reviewed at intervals not exceeding two years, and any amendments arising from the review will be published as an amended Publicly Available Specification and publicized in *Update Standards*.

Product/service certification. Users of this Publicly Available Specification are advised to consider the desirability of certification of conformity to this Publicly Available Specification.

NOTE It is the service which is the subject of conformity with the requirements of this PAS.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a Publicly Available Specification does not in itself confer immunity from legal obligations.





Higher quality in vehicle manufacturing has reduced the amount of warranty, maintenance and servicing work required for modern vehicles and customers now have more choice as to where the work is carried out.

The provision of automotive garage services is a people orientated business where the quality of the interaction between the service provider and the customer is paramount in developing customer satisfaction.

Managing the customer experience to ensure customer satisfaction is a key issue for organizations in today's competitive market place. Consistent customer service delivery is a key driver for building customer loyalty and repeat business.

For service industries, it is necessary to make a distinction between the service definition or specification and the provision and delivery of the service:

- *the service definition:* all the services agreed upon between the garage and the customer within the framework of a contract, including characteristics, which allow this said service to be assessed; and
- *the service delivery:* all the means engaged by the garage which include the personnel, the equipment, the organization and its working environment with a view to carrying out the service.

This Publicly Available Specification provides a means of achieving the following objectives:

- create a dialogue with the customer which is favourable to the automotive industry;
- permit customers to identify and compare the services offered by garages in order to benefit from the positive spin-off of fair competition in an open market;
- protect customers against provision of services, the characteristics of which may not be in compliance with industry standards;
- allow garages to conduct their activity with the aid of service specifications that are clearly defined by a common understanding;
- allow the automotive industry to position itself efficiently in order to meet the needs of customers by having at its disposal, harmonized terms of engagement and general conditions of contract.

The application of core principles and processes aimed at developing and improving service delivery, consistency and enhancing the customer service experience, will help to build customer loyalty leading to improved performance and increased profitability for such organizations.

This service specification includes a framework of performance measures that focuses on service quality aspects identified as important to the customer.

