



TÜV Rheinland Certified Body and Paint Workshop Program

The collision repair market globally is facing various tendencies, such as:

- Challenging vehicle technologies and the need for ongoing investments in equipment and training
- Upcoming Hybrid- and Electric vehicle technology
- Demanding end users regarding quality and service – especially in emerging markets.
- Insurers aiming to lower collision repair and overall claims cost to stay competitive in difficult market environments.
- Tight relationships between insurers and vehicle manufacturers on a global level

Therefore the TÜV Rheinland Certified Body and Paint Workshop Program has been initiated. The Program is addressed to motors insurers, fleets, OEM's and their dealership-networks as well as to independent BP Shop networks in order to support to:

- establish After Sales Standards to existing BP Shop networks
- further qualify and monitor already existing BP Shop networks
- initially set up, qualify and monitor new BP Shop networks



The TÜV Rheinland Approved Body and Paint Workshop Program is supported by innovative and web based IT applications giving the respective stakeholders an easy access to all the relevant information.

The final aim is to align the partly opposed demands from the different stakeholders – arising from the tendencies. Our modular BP Program is adaptable to every market and brand with clear and transparent standards, respecting major rules of the entire collision repair process within BP Shops or even in 4S dealerships with integrated and subcontracted BP business. It is the fundamental base to ensure high quality repairs on one hand and efficient claims processes and high customer service on the other hand.

Within our BP Program TÜV Rheinland supports related stakeholders to define and agree on standards and rules and to finally implement and supervise continuously its compliance. After having been successfully audited BP Shops may receive respective evidence, receive onsite-consulting and/or training, depending on our customer needs. Our customers may have easy access to all audit results of their BP shop network through a web based IT tool.

Through our global presence in more than 65 countries on all continents TÜV Rheinland is able to accompany stakeholders not only in Europe but, and also in emerging markets.



TÜV Rheinland Certified Body and Paint Workshop Program

Our services:

1. Definition or adaptation of TÜV Rheinland standards according to local and/or customer requirements:

- Facilities
- Tools, Equipment, Consumables
- Management, Staff, Training
- Service and –Sales, Marketing
- After Sales Processes and Organization
- Quality
- Electric- and Hybrid Vehicle Services
- BP Supplier

2. Auditing of BP Shop networks according to standards (defined/adapted by TÜV Rheinland or given by the customer)

3. (On-site) Consultancy of BP shops to become Quick in-line with the standards

4. Training of BP shop staff to comply with the Standards (generic or individual)

5. BP Mystery shopping to continuously verify the compliance with the standards and finally measure the program impact on customer satisfaction

Your benefits:

Motor Insurers and Fleets:

- Efficient claims processes
- Definition and monitoring of SLA
- Customer satisfaction and -loyalty Exclusive services
- Sustainable Quality

BP shops and dealerships:

- Efficient organization and processes
- Capacity improvements
- Customer satisfaction and -loyalty
- Sustainable support
- Quality improvements
- Parts, labor and revenue increase
- State of the art After Sales service range
- New service customers

Vehicle manufacturers:

- Increase or brand image/recognition
- Parts sales increase
- Decrease of related warranty costs
- Customer satisfaction and -loyalty
- Network-Capacity improvements
- Standardized services
- New service customers
- Used brand vehicle value retention

End user:

- Low immobilization times
- High customer satisfaction through high service and -repair quality
- Safe, road worthy vehicles
- Vehicle value retention

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