



# NATIONAL CERTIFICATION GRADING CRITERIA CHECKLIST

ABSOLUTE MINIMUM QUALIFICATIONS (100%)									
No.	Evaluation Area	Reference	Evaluated Element	Element Breakdown	Element Breakdown	NSR	SR	Compliance	
		Standard Operating Procedure Manual		Questionnaire	Notes				
D2.1	<b>D. Company Documents</b>  <b>H. Qualifications &amp; Experience</b>	SOP D.007	Business	Does the company have the following with regards to MIBCO: 1. Letter of good standing? 2. Letter of intent? 3. Letter of exemption or proof of confirmation application? 4. MIBCO Registration number?	If yes, attach copy	Applicable	Applicable	Yes	No
D2.2		SOP D.008	Business	Does the company have a Tax Certificate / Deferred Payment Agreement with SARS?	If yes, attach copy	Applicable	Applicable	Yes	No
D2.3		SOP D.009	Business	Does the company have a Workman's Compensation / RMA (Rand Mutual Assurance) number?	If yes, attach copy	Applicable	Applicable	Yes	No
H1.1		SOP H.002	Employee	Is there a qualified Panelbeater employed by the company? Or a letter or confirmation of application for section 28 – trade test?	List name(s)	Applicable	Applicable	Yes	No
H1.2		SOP H.003	Employee	Is there a qualified Spraypainter employed by the company? Or a letter of confirmation of application for section 28 – trade test?		Applicable	Applicable	Yes	No

**NSR MINIMUM QUALIFICATION REQUIREMENTS (100%)**

No.	Evaluation Area	Reference	Evaluated Element	Element Breakdown	Element Breakdown	NSR	Simple Score System		Simple Score System			
		Standard Operating Procedure Manual		Questionnaire	Notes		Competence		Competence		Weight 0.1<F<1	Scale (Only appl. If Partially YES selected) 0.25<S<0.75
A1	<b>A. Reception</b>	SOP A.001	Signage	Is the Reception area signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
A1.3		SOP A.004	Signage	Are there clearly visible emergency exit signs displayed? (i.e. Fire Evacuation Assemble Plan)		Applicable	Yes	No	Partially Yes	N/A	1	
A2		SOP A.006	Facilities	Is the reception area clean and tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
A2.2		SOP A.008	Facilities	Is there a dedicated reception desk/counter?		Applicable	Yes	No	Partially Yes	N/A	1	
A3		SOP A.012	Separate from Workshop	Is the reception separate from the workshop?		Applicable	Yes	No	Partially Yes	N/A	1	
B1	<b>B. Parking</b>	SOP B.001	Client Parking	Is there a minimum of 2 parking bays?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.1		SOP B.002	Client Parking	Are the parking bays clearly marked?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.2		SOP B.003	Client Parking	Are the parking bays 2.4 metres wide x 4.8 metres long?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.6		SOP B.007	Client Parking	Are the parking bay floors clean and free of oil contamination?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.7		SOP B.008	Client Parking	Is the parking area easily accessible?		Applicable	Yes	No	Partially Yes	N/A	1	
B2.1		SOP B.010	Vehicle Signage	Is the vehicle storage area secured?		Applicable	Yes	No	Partially Yes	N/A	0.4	
B2.7		SOP B.016	Vehicle Signage	Is the customer parking area acceptable?		Applicable	Yes	No	Partially Yes	N/A		
C2		<b>C. Security</b>	SOP C.007	Interior Security	Is there an active alarm system fitted?		Applicable	Yes	No	Partially Yes	N/A	0.8
D1	<b>D. Company Documents</b>	SOP D.001	Insurance	Does the company have a Motors Traders Internal Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.1		SOP D.002	Insurance	Does the company have a Motors Traders External Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	

D.1.2	<b>D. Company Documents</b> continued	SOP D.003	Insurance	Does the company have a Motors Traders 3 <sup>rd</sup> Party Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.3		SOP D.004	Insurance	Does the company have a Product liability insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.4		SOP D.005	Insurance	Does the company have a Public liability insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D2.4		SOP D.010	Business	Is the workshop registered in an Association?	If yes, print name(s)	Applicable	Yes	No	Partially Yes	N/A	1	
D3		SOP D.012	Business	Is the MIBCO Main Agreement displayed in the workshop?		Applicable			Partially Yes	N/A	0.8	
D3.1		SOP D.013	Business	Does the company have a BBEE Certificate?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A		
E1	<b>E. Corporate Identity</b>	SOP E.001	Building	Is the overall appearance of the building clean and tidy?		Applicable	Yes	No	Partially Yes	N/A	0.8	
E1.2		SOP E.003	Building	Is the shop name prominently displayed?		Applicable	Yes	No	Partially Yes	N/A	1	
E1.3		SOP E.004	Building	Are the operating hours displayed outside the building?		Applicable	Yes	No	Partially Yes	N/A	1	
E1.4		SOP E.005	Building	Are the emergency / after-hours numbers displayed outside the building?		Applicable	Yes	No	Partially Yes	N/A	1	
F1	<b>F. Health &amp; Safety</b>	SOP F.001	Documentation	Is there a First Aid officer certificate displayed?		Applicable	Yes	No	Partially Yes	N/A	0.7	
F1.3		SOP F.004	Documentation	Is there an EHS file available?		Applicable	Yes	No	Partially Yes	N/A	1	
F1.4		SOP F.005	Facilities	Is there a First Aid kit available?		Applicable	Yes	No	Partially Yes	N/A	1	
F2		SOP F.006	Facilities	Is there an evacuation plan set?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.8	
F2.5		SOP F.011	Signage	Are evacuation routes clearly demarcated?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.6	
F3		SOP F.012	Signage	Are assembly points clearly demarcated and visible?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.6	
F3.2		SOP F.014	Signage	Is the Occupational Health & Safety chart displayed?		Applicable	Yes	No	Partially Yes	N/A	1	
F3.3		SOP F.015	Environment	Is waste management disposal available?		Applicable	Yes	No	Partially Yes	N/A		
F3.4		SOP F.016	Environment	Is there a demarcated waste disposal area?		Applicable	Yes	No	Partially Yes	N/A		

G1	<b>G. Administration</b>	SOP G.001	Procedures	Does the company have a complaints handling procedure?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.1		SOP G.002	Procedures	Does the company have an internal compliance process?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.2		SOP G.003	Procedures	Does the company supply clients with printed quotations?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.3		SOP G.004	Procedures	Does the company supply detailed job cards to the workshop?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.1		SOP G.007	Procedures	Does the company have a vehicle handover process?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.2		SOP G.008	Procedures	Does the company have an external CSI scoring system/process?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.4		SOP G.010	Warranty	Does the company carry a Workmanship warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.5		SOP G.011	Warranty	Does the company carry a Paint warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G3		SOP G.012	Warranty	Does the company carry a Parts warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.1		SOP G.013	Facilities	Is there a computer estimating system?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.2		SOP G.014	Facilities	Is there a computer-based management system?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.3		SOP G.015	Facilities	Is there a digital camera or smartphone available for damage capturing?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.5		SOP G.017	Facilities	Is the customer's property from their vehicle kept safely?		Applicable	Yes	No	Partially Yes	N/A	1		
I.12		<b>I. PPE (Working Gear)</b>	SOP I.003	Employee	Are all workshop staff wearing steel cap non-slip safety shoes?		Applicable	Yes	No	Partially Yes	N/A	1	
I1.3			SOP I.004	Signage	Are PPE signs visible in the spray booth?		Applicable	Yes	No	Partially Yes	N/A	1	
I1.4	SOP I.005		Signage	Are PPE signs visible in the welding room/area?		Applicable	Yes	No	Partially Yes	N/A	0.7		
I2.1	SOP I.007		Signage	Are PPE signs visible in the workshop area?		Applicable	Yes	No	Partially Yes	N/A	0.7		
I3	SOP I.012		Equipment	Are safety goggles and ear muffs available?		Applicable	Yes	No	Partially Yes	N/A	0.7		
I3.2	SOP I.014		Equipment	Are there disposable respiratory masks available for every new job?		Applicable	Yes	No	Partially Yes	N/A	1		

I3.3	<b>I. PPE (Working Gear)</b> continued	SOP I.015	Equipment	Are there spraypainters' suits available that ensures protection from clothes damage and chemical contact?		Applicable	Yes	No	Partially	N/A	0.7	
J1	<b>J. Customer &amp; Staff Facilities</b>	SOP J.001	Reception	Is there a minimum of 2 seats available for clients?		Applicable	Yes	No	Partially Yes	N/A	1	
J2.1		SOP J.007	Reception	Is there a client designated toilet? (Separate from workshop.)		Applicable	Yes	No	Partially Yes	N/A	1	
J2.5		SOP J.011	Staff	Is there a functional staff kitchen?		Applicable	Yes	No	Partially Yes	N/A	0.8	
J3		SOP J.012	Staff	Are there staff ablutions (toilets/showers)?		Applicable	Yes	No	Partially Yes	N/A	1	
K1	<b>K. Quotation Bay</b>	SOP K.001	Documentation	Is there a standardised vehicle check-in form?		Applicable	Yes	No	Partially Yes	N/A	1	
K1.1		SOP K.002	Signage	Is the "Quotation Bay" signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
K1.2		SOP K.003	Signage	Is there indemnity signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
K1.3		SOP K.004	Signage	Are Emergency Exits clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
K1.4		SOP K.005	Signage	Are Evacuation and assembly plans clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
K2		SOP K.006	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
K2.2		SOP K.008	Equipment	Is the entire quotation bay area well lit?		Applicable	Yes	No	Partially Yes	N/A	1	
L1		<b>L. Preparation, Strip &amp; Assembly Bays</b>	SOP L.001	Facility	Are the bays under a roof?		Applicable	Yes	No	Partially Yes	N/A	1
L1	SOP L.003		Signage	Is the "Preparation, Strip and Assembly" bay clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
L1.4	SOP L.007		Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
L2.1	SOP L.009		Equipment	Is the entire area well lit?		Applicable	Yes	No	Partially Yes	N/A	1	
L3.1	SOP L.015		Equipment	Is there a radiator pressure tester?		Applicable	Yes	No	Partially Yes	N/A	1	
L3.3	SOP L.017		Equipment	Are there protective seat, steering and carpet covers in all vehicles?		Applicable	Yes	No	Partially Yes	N/A	1	
L4.1	SOP L.018		Equipment	Are suitable tool trolleys and cupboards available?		Applicable	Yes	No	Partially Yes	N/A		

M1	<b>M. Panel Shop</b>	SOP M.001	Facility	Are the bays under a roof?		Applicable	Yes	No	Partially Yes	N/A	1	
M2		SOP M.007	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.2		SOP M.009	Equipment	Is the entire area well-lit with enough lighting on the sides of a vehicle?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.3		SOP M.010	Equipment	Is there a 10 ton Porta power set with accessories?		Applicable	Yes	No	Partially Yes	N/A	1	
	<b>M. Panel Shop</b>	SOP M.020	Equipment	Is there an angle grinder?		Applicable	Yes	No	Partially Yes	N/A	1	
M4.1		SOP M.021	Equipment	Is there an electric/pneumatic orbital sander?		Applicable	Yes	No	Partially Yes	N/A	1	
M4.2		SOP M.022	Equipment	Is there an electric/pneumatic body saw?		Applicable	Yes	No	Partially Yes	N/A	0.8	
M4.3		SOP M.023	Equipment	Is there a shrinkable electronic dent puller?		Applicable	Yes	No	Partially Yes	N/A	1	
M5.1		SOP M.026	Equipment	Are there functional ear muffs?		Applicable	Yes	No	Partially Yes	N/A	1	
M6		SOP M.027	Equipment	Are uniforms/overalls being worn, clean and presentable?		Applicable	Yes	No	Partially Yes	N/A		
M6.1		SOP M.028	Equipment	Are professionally serviced and demarcated fire extinguishers available?		Applicable	Yes	No	Partially Yes	N/A		
M6.2		SOP M.029	Equipment	Is there a bench grinder available?		Applicable	Yes	No	Partially Yes	N/A		
M6.3		SOP M.030	Equipment	Are the work bays demarcated?		Applicable	Yes	No	Partially Yes	N/A		
N1		<b>N. Paint Shop</b>	SOP N.001	Facility	Are the bays under a roof?		Applicable	Yes	No	Partially Yes	N/A	1
	SOP N.003		Facility	Does the paint booth have an approved plans compliance certificate?	If yes, attach	Applicable	Yes	No	Partially Yes	N/A	1	
	SOP N.004		Facility	Is there a designated Compressor Room?		Applicable	Yes	No	Partially Yes	N/A	1	
	SOP N.005		Facility	Is there a designated Paint Mixing Room?		Applicable	Yes	No	Partially Yes	N/A	0.9	
N2	SOP N.010		Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
N2.2	SOP N.012		Equipment	Is the paint shop well-lit with at least four light sources with floodlights available?		Applicable	Yes	No	Partially Yes	N/A	1	

N2.3	<b>N. Paint Shop</b> continued	SOP N.013	Equipment	Is there a commercially available Paint Booth?		Applicable	Yes	No	Partially Yes	N/A	1	
N2.5		SOP N.015	Equipment	Is the Spray Booth adequately lit?		Applicable	Yes	No	Partially Yes	N/A	1	
N3		SOP N.016	Equipment	If no Spray Booth, is there a spray room extractor/filtration combination unit?		Applicable	Yes	No	Partially Yes	N/A	1	
N4		SOP N.017	Equipment	Are there in-line air fillers with water/particle filtration?		Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.018	Equipment	Are there suitable and adequate paint stands?		Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.019	Equipment	Are there separate guns for: Primer, Colour, Polyester and Rubberising?		Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.020	Equipment	Is there a paint management system used?		Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.021	Equipment	Does the paint mixing room have sufficient ventilation?		Applicable	Yes	No	Partially Yes	N/A	0.8	
N4.2	SOP N.023	Equipment	Does the paint mixing room ventilation run out of the building?		Applicable	Yes	No	Partially Yes	N/A	0.8		
N4.3	SOP N.024	Equipment	Does the paint mixing room have a computerised mixing bench and digital scale?		Applicable	Yes	No	Partially Yes	N/A	1		
N5	SOP N.025	Equipment	Only if applicable – is a flammable store available?		Applicable	Yes	No	Partially Yes	N/A			
N5.1	SOP N.026	Equipment	Is there a centralised/mobile extracted dry sanding system available?		Applicable	Yes	No	Partially Yes	N/A			
N5.2	SOP N.027	Equipment	Is there under floor or side extraction in the paint preparation bay(s) or a primer bay with extraction and filtration?		Applicable	Yes	No	Partially Yes	N/A			
N5.3	SOP N.028	Equipment	Are dust masks available?		Applicable	Yes	No	Partially Yes	N/A			
N5.4	SOP N.029	Equipment	Are short or medium wave infrared drying lamps available?		Applicable	Yes	No	Partially Yes	N/A			
N5.5	SOP N.030	Equipment	Are professionally serviced and demarcated fire extinguishers available?		Applicable	Yes	No	Partially Yes	N/A			
		SOP O.004	Facility	Is there a designated Parts storage area?		Applicable	Yes	No	Partially Yes	1		

	<b>O. Parts Receiving &amp; Storage Area</b>	SOP O.005	Facility	Is there necessary shelving in the stores?		Applicable	Yes	No	Partially Yes	0.4		
O.12		SOP O.006	Signage	Is the 'Parts Receiving Area' clearly demarcated?		Applicable	Yes	No	Partially Yes	1		
O2.1		SOP O.010	Cleanliness	Are the floors and walls clean/tidy?		Applicable	Yes	No	Partially Yes	1		
O3		SOP O.015	Purpose	Are parts stored in the storeroom?		Applicable	Yes	No	Partially Yes			
P1.2	<b>P. Polishing &amp; Wash Bay</b>	SOP P.003	Facility	Is the Wash and Polish bay well lit?		Applicable	Yes	No	Partially Yes	1		
P1.3		SOP P.004	Facility	Are these bays separate from the Strip, Assembly, Panel Shop and Paint Shop?		Applicable	Yes	No	Partially Yes	0.8		
P1.4		SOP P.005	Signage	Is the 'Polishing and Wash Bay' clearly demarcated?		Applicable	Yes	No	Partially Yes	7		
P2.3		SOP P.009	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	1		
P2.5		SOP P.011	Equipment	Is there a suitable variable speed polishing machine?	Record make:	Applicable	Yes	No	Partially Yes	1		
P3		SOP P.012	Equipment	Is there an industrial wet/dry vacuum cleaner?	Record make and watts:	Applicable	Yes	No	Partially Yes	1		
P4		SOP P.015	Equipment	Is there a grease and oil trap?		Applicable	Yes	No	Partially Yes			
Q1.2	<b>Q. Quality Control Bay</b>	SOP Q.003	Facility	Are there at least two ceiling-mounted light fittings and one florescent light fitting mounted on each wall with a floodlight available to illuminate working areas?		Applicable	Yes	No	Partially Yes	N/A	0.9	
Q1.4		SOP Q.005	Signage	Is the 'Quality Control Bay' clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2		SOP Q.006	Signage	Is there indemnity signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.5	
Q2.1		SOP Q.007	Signage	Are Emergency Exits clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2.2		SOP Q.008	Signage	Are Evacuation and Assembly Plans clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.7	
Q2.3		SOP Q.009	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2.5		SOP Q.011	Documentation	Is there a standardised checklist?		Applicable	Yes	No	Partially Yes	N/A	0.4	
R2.3	<b>R. General Equipment</b>	SOP R.009	General	Are there Creepers?		Applicable	Yes	No	Partially Yes	N/A	1	



R2.4	<b>R. General Equipment</b> continued	SOP R.010	General	Is there a Battery Charger?		Applicable	Yes	No	Partially Yes	N/A	1	
R3.2		SOP R.014	General	Is there a Compressor?		Applicable	Yes	No	Partially Yes	N/A	1	
R4.3		SOP R.019	General	Is there a Headlight Aiming facility?		Applicable	Yes	No	Partially Yes	N/A	1	
R5.1		SOP R.022	General	Is there a Hoist 2 post/4 post?		Applicable	Yes	No	Partially Yes	N/A	1	
R7.1		SOP R.031	General	Are there Trestles?		Applicable	Yes	No	Partially Yes	N/A	1	
R7.4		SOP R.034	General	Are there Trolley Jacks?		Applicable	Yes	No	Partially Yes	N/A	1	
R8.1		SOP R.036	General	Is there a Bench Vice?		Applicable	Yes	No	Partially Yes	N/A	1	
R8.2		SOP R.037	General	Is there a tyre pressure gauge?		Applicable	Yes	No	Partially Yes	N/A	1	
R9.5		SOP R.046	General	Is a computer electronic protection system (Anti-Zap) available?		Applicable	Yes	No	Partially Yes	N/A		

**SR MINIMUM QUALIFICATION REQUIREMENTS (100%)**

No.	Evaluation Area	Reference	Evaluated Element	Element Breakdown	Element Breakdown	NSR	Simple Score System		Simple Score System			
		Standard Operating Procedure Manual		Questionnaire	Notes		Competence		Competence		Weight 0.1<F<1	Scale (Only appl. If Partially YES selected) 0.25<S<0.75
A1	<b>A. Reception</b>	SOP A.001	Signage	Is the Reception area signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	1	
A1.3		SOP A.004	Signage	Are there clearly visible emergency exit signs displayed? (i.e. Fire Evacuation Assemble Plan)		Applicable	Yes	No	Partially Yes	N/A	1	
A2		SOP A.006	Facilities	Is the reception area clean and tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
A2.2		SOP A.008	Facilities	Is there a dedicated reception desk/counter?		Applicable	Yes	No	Partially Yes	N/A	1	
A3		SOP A.012	Separate from Workshop	Is the reception separate from the workshop?		Applicable	Yes	No	Partially Yes	N/A	1	
B1	<b>B. Parking</b>	SOP B.001	Client Parking	Is there a minimum of 2 parking bays?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.1		SOP B.002	Client Parking	Are the parking bays clearly marked?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.2		SOP B.003	Client Parking	Are the parking bays 2.4 metres wide x 4.8 metres long?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.6		SOP B.007	Client Parking	Are the parking bay floors clean and free of oil contamination?		Applicable	Yes	No	Partially Yes	N/A	1	
B1.7		SOP B.008	Client Parking	Is the parking area easily accessible?		Applicable	Yes	No	Partially Yes	N/A	1	
B2.1		SOP B.010	Vehicle Storage	Is the vehicle storage area secured?		Applicable	Yes	No	Partially Yes	N/A	0.4	
B2.7		SOP B.016	Vehicle Storage	Is the customer parking area acceptable?		Applicable	Yes	No	Partially Yes	N/A		
C2	<b>C. Security</b>	SOP C.007	Interior Security	Is there an active alarm system fitted?		Applicable	Yes	No	Partially Yes	N/A	0.8	
D1	<b>D. Company Documents</b>	SOP D.001	Insurance	Does the company have a Motor Traders Internal Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.1		SOP D.002	Insurance	Does the company have a Motor Traders External Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	

D1.2	<b>D. Company Documents</b> continued	SOP D.003	Insurance	Does the company have a Motor Traders 3 <sup>rd</sup> Party Insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.3		SOP D.004	Insurance	Does the company have a Product liability insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D1.4		SOP D.005	Insurance	Does the company have a Public liability insurance policy?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A	1	
D2.4		SOP D.010	Business	Is the workshop registered in an Association?	If yes, print name(s)	Applicable	Yes	No	Partially Yes	N/A	1	
D3		SOP D.012	Business	Is the MIBCO Main Agreement displayed in the workshop?		Applicable			Partially Yes	N/A	0.8	
D3.1		SOP D.013	Business	Does the company have a BBEE Certificate?	If yes, attach copy	Applicable	Yes	No	Partially Yes	N/A		
E1	<b>E. Corporate Identity</b>	SOP E.001	Building	Is the overall appearance of the building clean and tidy?		Applicable	Yes	No	Partially Yes	N/A	0.8	
E1.2		SOP E.003	Building	Is the shop name prominently displayed?		Applicable	Yes	No	Partially Yes	N/A	1	
E1.3		SOP E.004	Building	Are the operating hours displayed outside the building?		Applicable	Yes	No	Partially Yes	N/A	1	
E1.4		SOP E.005	Building	Are the emergency / after-hours numbers displayed outside the building?		Applicable	Yes	No	Partially Yes	N/A	1	
F1	<b>F. Health &amp; Safety</b>	SOP F.001	Documentation	Is there a First Aid officer certificate displayed?		Applicable	Yes	No	Partially Yes	N/A	0.7	
F1.3		SOP F.004	Documentation	Is there an EHS file available?		Applicable	Yes	No	Partially Yes	N/A	1	
F1.4		SOP F.005	Facilities	Is there a First Aid kit available?		Applicable	Yes	No	Partially Yes	N/A	1	
F2		SOP F.006	Facilities	Is there an evacuation plan set?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.8	
F2.5		SOP F.011	Signage	Are evacuation routes clearly demarcated?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.6	
F3		SOP F.012	Signage	Are assembly points clearly demarcated and visible?	In each department	Applicable	Yes	No	Partially Yes	N/A	0.6	
F3.2		SOP F.014	Signage	Is the Occupational Health & Safety chart displayed?		Applicable	Yes	No	Partially Yes	N/A	1	
F3.3		SOP F.015	Environment	Is waste management disposal available?		Applicable	Yes	No	Partially Yes	N/A		
F3.4		SOP F.016	Environment	Is there a demarcated waste disposal area?		Applicable	Yes	No	Partially Yes	N/A		

G1	<b>G. Administration</b>	SOP G.001	Procedures	Does the company have a complaints handling procedure?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.1		SOP G.002	Procedures	Does the company have an internal compliance process?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.2		SOP G.003	Procedures	Does the company supply clients with printed quotations?		Applicable	Yes	No	Partially Yes	N/A	1		
G1.3		SOP G.004	Procedures	Does the company supply detailed job cards to the workshop?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.1		SOP G.007	Procedures	Does the company have a vehicle handover process?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.2		SOP G.008	Procedures	Does the company have an external CSI scoring system/process?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.4		SOP G.010	Warranty	Does the company carry a Workmanship warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G2.5		SOP G.011	Warranty	Does the company carry a Paint warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G3		SOP G.012	Warranty	Does the company carry a Parts warranty?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.1		SOP G.013	Facility	Is there a computer estimating system?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.2		SOP G.014	Facility	Is there a computer-based management system?		Applicable	Yes	No	Partially Yes	N/A	1		
G3.3		<b>G. Administration</b>	SOP G.015	Facility	Is there a digital camera or smartphone available for damage capturing?		Applicable	Yes	No	Partially Yes	N/A	1	
G3.5			SOP G.017	Facility	Is the customer's property from their vehicle kept safely?		Applicable	Yes	No	Partially Yes	N/A	1	
H1		<b>H. Qualifications &amp; Experience</b>	SOP H.001	Employee	Is there a qualified mechanic employed by the company?	List name(s)	Applicable	Yes	No	Partially Yes	N/A	0.8	
I.12	<b>I. PPE (Working Gear)</b>	SOP I.003	Employee	Are all workshop staff wearing steel cap non-slip safety shoes?		Applicable	Yes	No	Partially Yes	N/A	1		
I1.3		SOP I.004	Signage	Are PPE signs visible in the spray booth?		Applicable	Yes	No	Partially Yes	N/A	1		
I1.4		SOP I.005	Signage	Are PPE signs visible in the welding room/area?		Applicable	Yes	No	Partially Yes	N/A	0.7		
I2.1		SOP I.007	Signage	Are PPE signs visible in the workshop area?		Applicable	Yes	No	Partially Yes	N/A	0.7		

I2.5	<b>I. PPE (Working Gear)</b> continued	SOP I.011	Equipment	Is there a minimum of two functional welding masks that comply with the safety rating?	Applicable	Yes	No	Partially Yes	N/A	0.7	
I3		SOP I.012	Equipment	Are safety goggles and ear muffs available?	Applicable	Yes	No	Partially Yes	N/A	0.7	
I3.2		SOP I.014	Equipment	Are there disposable respiratory masks available for every new job?	Applicable	Yes	No	Partially Yes	N/A	1	
I3.3		SOP I.015	Equipment	Are there spraypainters' suits available that ensures protection from clothes damage and chemical contact?	Applicable	Yes	No	Partially Yes	N/A	0.7	
J1	<b>J. Customer &amp; Staff Facilities</b>	SOP J.001	Reception	Is there a minimum of 2 seats available for clients?	Applicable	Yes	No	Partially Yes	N/A	1	
J2.1		SOP J.007	Reception	Is there a client designated toilet? (Separate from workshop.)	Applicable	Yes	No	Partially Yes	N/A	1	
J2.5		SOP J.011	Staff	Is there a functional staff kitchen?	Applicable	Yes	No	Partially Yes	N/A	0.8	
J3		SOP J.012	Staff	Are there staff ablutions (toilets/showers)?	Applicable	Yes	No	Partially Yes	N/A	1	
K1	<b>K. Quotation Bay</b>	SOP K.001	Documentation	Is there a standardised vehicle check-in form?	Applicable	Yes	No	Partially Yes	N/A	1	
K1.1		SOP K.002	Signage	Is the "Quotation Bay" signage clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	
K1.2		SOP K.003	Signage	Is there indemnity signage clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	
K1.3		SOP K.004	Signage	Are Emergency Exits clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	
K1.4		SOP K.005	Signage	Are Evacuation and assembly plans clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	
K2		SOP K.006	Cleanliness	Are the walls and floors clean/tidy?	Applicable	Yes	No	Partially Yes	N/A	1	
K2.2		SOP K.008	Equipment	Is the entire quotation bay area well lit?	Applicable	Yes	No	Partially Yes	N/A	1	
L1	<b>L. Preparation, Strip &amp; Assembly Bays</b>	SOP L.001	Facility	Are the bays under a roof?	Applicable	Yes	No	Partially Yes	N/A	1	
L1		SOP L.003	Signage	Is the "Preparation, Strip and Assembly" bay clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	
L1.4		SOP L.007	Cleanliness	Are the walls and floors clean/tidy?	Applicable	Yes	No	Partially Yes	N/A	1	
L2.1		SOP L.009	Equipment	Is the entire area well lit?	Applicable	Yes	No	Partially Yes	N/A	1	

L2.2	<b>L. Preparation, Strip &amp; Assembly Bays continued</b>	SOP L.010	Equipment	Is there lifting equipment?		Applicable	Yes	No	Partially Yes	N/A	1	
L2.3		SOP L.011	Equipment	Is there an engine hoist?		Applicable	Yes	No	Partially Yes	N/A	1	
L2.4		SOP L.012	Equipment	Is there a MacPherson Strut compressor or spring clamps?		Applicable	Yes	No	Partially Yes	N/A	1	
L2.5		SOP L.013	Equipment	Is there a Shop Press?		Applicable	Yes	No	Partially Yes	N/A	1	
L3		SOP L.014	Equipment	Is there a set of bearing pullers?		Applicable	Yes	No	Partially Yes	N/A	1	
L3.1		SOP L.015	Equipment	Is there a radiator pressure tester?		Applicable	Yes	No	Partially Yes	N/A	1	
L3.3		SOP L.017	Equipment	Are there protective seat, steering and carpet covers in all vehicles?		Applicable	Yes	No	Partially Yes	N/A	1	
L4.1		SOP L.018	Equipment	Are suitable tool trolleys and cupboards available?		Applicable	Yes	No	Partially Yes	N/A		
M1	<b>M. Panel Shop</b>	SOP M.001	Facility	Are the bays under a roof?		Applicable	Yes	No	Partially Yes	N/A	1	
M2		SOP M.007	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.2		SOP M.009	Equipment	Is the entire area well-lit with enough lighting on the sides of a vehicle?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.3		SOP M.010	Equipment	Is there a 10 ton Porta power set with accessories?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.4		SOP M.011	Equipment	Is there a chassis straightening bench?		Applicable	Yes	No	Partially Yes	N/A	1	
M2.5		SOP M.012	Equipment	Is there a measuring system (manual or electronic)?		Applicable	Yes	No	Partially Yes	N/A	1	
M3		SOP M.013	Equipment	Is there a double-sided inverted spot welder? (9000 Amp minimum)		Applicable	Yes	No	Partially Yes	N/A	1	
M3.1		SOP M.014	Equipment	Is there a Mig/Mag welder?		Applicable	Yes	No	Partially Yes	N/A	1	
M3.2		SOP M.015	Equipment	Is there a Mig brazer?		Applicable	Yes	No	Partially Yes	N/A	0.8	
M3.3		SOP M.016	Equipment	Are Oxy/Acetylene flashback arresters installed?		Applicable	Yes	No	Partially Yes	N/A	1	
M3.4		SOP M.017	Equipment	Are there non-flammable welding work screens in the welding area?		Applicable	Yes	No	Partially Yes	N/A	1	
M3.5		SOP M.018	Equipment	Is there a Plasma cutter available?		Applicable	Yes	No	Partially Yes	N/A	1	

M4		SOP M.019	Equipment	Is there a spot weld remover?		Applicable	Yes	No	Partially Yes	N/A	1		
		SOP M.020	Equipment	Is there an angle grinder?		Applicable	Yes	No	Partially Yes	N/A	1		
M4.1		SOP M.021	Equipment	Is there an electric/pneumatic orbital sander?		Applicable	Yes	No	Partially Yes	N/A	1		
M4.2		SOP M.022	Equipment	Is there an electric/pneumatic body saw?		Applicable	Yes	No	Partially Yes	N/A	0.8		
M4.3		SOP M.023	Equipment	Is there a shrinkable electronic dent puller?		Applicable	Yes	No	Partially Yes	N/A	1		
M4.4		SOP M.024	Equipment	Are there welding masks available that comply with the safety rating?		Applicable	Yes	No	Partially Yes	N/A	1		
M5	<b>M. Panel Shop</b>	SOP M.025	Equipment	Are there flame resistant welding aprons?		Applicable	Yes	No	Partially Yes	N/A	1		
M5.1		SOP M.026	Equipment	Are there functional ear muffs?		Applicable	Yes	No	Partially Yes	N/A	1		
M6		SOP M.027	Equipment	Are uniforms/overalls being worn, clean and presentable?		Applicable	Yes	No	Partially Yes	N/A			
M6.1		SOP M.028	Equipment	Are professionally serviced and demarcated fire extinguishers available?		Applicable	Yes	No	Partially Yes	N/A			
M6.2		SOP M.029	Equipment	Is there a bench grinder available?		Applicable	Yes	No	Partially Yes	N/A			
M6.3		SOP M.030	Equipment	Are the work bays demarcated?		Applicable	Yes	No	Partially Yes	N/A			
N1		<b>N. Paint Shop</b>	SOP N.001	Facility	Are the bays under a roof?		Applicable	Yes	No	Partially Yes	N/A	1	
			SOP N.003	Facility	Does the paint booth have an approved plans compliance certificate?	If yes, attach	Applicable	Yes	No	Partially Yes	N/A	1	
			SOP N.004	Facility	Is there a designated Compressor Room?		Applicable	Yes	No	Partially Yes	N/A	1	
			SOP N.005	Facility	Is there a designated Paint Mixing Room?		Applicable	Yes	No	Partially Yes	N/A	0.9	
N2	SOP N.010		Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1		
N2.2	SOP N.012		Equipment	Is the paint shop well-lit with at least four light sources with floodlights available?		Applicable	Yes	No	Partially Yes	N/A	1		
N2.3	SOP N.013		Equipment	Is there a commercially available Paint Booth?		Applicable	Yes	No	Partially Yes	N/A	1		

N2.5	<b>N. Paint Shop</b> continued	SOP N.015	Equipment	Is the Spray Booth adequately lit?	Applicable	Yes	No	Partially Yes	N/A	1	
N4		SOP N.017	Equipment	Are there in-line air fillers with water/particle filtration?	Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.018	Equipment	Are there suitable and adequate paint stands?	Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.019	Equipment	Are there separate guns for: Primer, Colour, Polyester and Rubberising?	Applicable	Yes	No	Partially Yes	N/A	1	
		SOP N.020	Equipment	Is there a paint management system used?	Applicable	Yes	No	Partially Yes	N/A	1	
	<b>N. Paint Shop</b>	SOP N.021	Equipment	Does the paint mixing room have sufficient ventilation?	Applicable	Yes	No	Partially Yes	N/A	0.8	
N4.2		SOP N.023	Equipment	Does the paint mixing room ventilation run out of the building?	Applicable	Yes	No	Partially Yes	N/A	0.8	
N4.3		SOP N.024	Equipment	Does the paint mixing room have a computerised mixing bench and digital scale?	Applicable	Yes	No	Partially Yes	N/A	1	
N5		SOP N.025	Equipment	Only if applicable – is a flammable store available?	Applicable	Yes	No	Partially Yes	N/A		
N5.1		SOP N.026	Equipment	Is there a centralised/mobile extracted dry sanding system available?	Applicable	Yes	No	Partially Yes	N/A		
N5.2		SOP N.027	Equipment	Is there under floor or side extraction in the paint preparation bay(s) or a primer bay with extraction and filtration?	Applicable	Yes	No	Partially Yes	N/A		
N5.3		SOP N.028	Equipment	Are dust masks available?	Applicable	Yes	No	Partially Yes	N/A		
N5.4		SOP N.029	Equipment	Are short or medium wave infrared drying lamps available?	Applicable	Yes	No	Partially Yes	N/A		
N5.5		SOP N.030	Equipment	Are professionally serviced and demarcated fire extinguishers available?	Applicable	Yes	No	Partially Yes	N/A		
		<b>O. Parts Receiving &amp; Storage Area</b>	SOP O.004	Facility	Is there a designated Parts storage area?	Applicable	Yes	No	Partially Yes	N/A	1
	SOP O.005		Facility	Is there necessary shelving in the stores?	Applicable	Yes	No	Partially Yes	N/A	0.4	
O1.2	SOP O.006		Signage	Is the 'Parts Receiving Area' clearly demarcated?	Applicable	Yes	No	Partially Yes	N/A	1	



O2.1		SOP O.010	Cleanliness	Are the floors and walls clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
O3		SOP O.015	Process	Are parts stored in the storeroom?		Applicable	Yes	No	Partially Yes	N/A		
P1.2	<b>P. Polishing &amp; Wash Bay</b>	SOP P.003	Facility	Is the Wash and Polish bay well lit?		Applicable	Yes	No	Partially Yes	N/A	1	
P1.3		SOP P.004	Facility	Are these bays separate from the Strip, Assembly, Panel Shop and Paint Shop?		Applicable	Yes	No	Partially Yes	N/A	0.8	
P1.4		SOP P.005	Signage	Is the 'Polishing and Wash Bay' clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.7	
P2.3		SOP P.009	Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	1	
P2.5		SOP P.011	Equipment	Is there a suitable variable speed polishing machine?	Record make:	Applicable	Yes	No	Partially Yes	N/A	1	
P3		SOP P.012	Equipment	Is there an industrial wet/dry vacuum cleaner?	Record make and watts:	Applicable	Yes	No	Partially Yes	N/A	1	
P4		SOP P.015	Equipment	Is there a grease and oil trap?		Applicable	Yes	No	Partially Yes	N/A		
Q1.2		<b>Q. Quality Control Bay</b>	SOP Q.003	Facility	Are there at least two ceiling-mounted light fittings and one florescent light fitting mounted on each wall with a floodlight available to illuminate working areas?		Applicable	Yes	No	Partially Yes	N/A	0.9
Q1.4	SOP Q.005		Signage	Is the 'Quality Control Bay' clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2	SOP Q.006		Signage	Is there indemnity signage clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.5	
Q2.1	SOP Q.007		Signage	Are Emergency Exits clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2.2	SOP Q.008		Signage	Are Evacuation and Assembly Plans clearly demarcated?		Applicable	Yes	No	Partially Yes	N/A	0.7	
Q2.3	SOP Q.009		Cleanliness	Are the walls and floors clean/tidy?		Applicable	Yes	No	Partially Yes	N/A	0.6	
Q2.5	SOP Q.011		Documentation	Is there a standardised checklist?		Applicable	Yes	No	Partially Yes	N/A	0.4	
R2.1	<b>R. General Equipment</b>	SOP R.007	General	Is there a Torque wrench set?		Applicable	Yes	No	Partially Yes	N/A	1	
R2.3		SOP R.009	General	Are there Creepers?		Applicable	Yes	No	Partially Yes	N/A	1	
R2.4		SOP R.010	General	Is there a Battery Charger?		Applicable	Yes	No	Partially Yes	N/A	1	

R3.2	<b>R. General Equipment</b> continued	SOP R.014	General	Is there a Compressor?		Applicable	Yes	No	Partially Yes	N/A	1	
R4.3		SOP R.019	General	Is there a Headlight Aiming facility?		Applicable	Yes	No	Partially Yes	N/A	1	
R5.1		SOP R.022	General	Is there a Hoist 2 post/4 post?		Applicable	Yes	No	Partially Yes	N/A	1	
R7.1		SOP R.031	General	Are there Trestles?		Applicable	Yes	No	Partially Yes	N/A	1	
R7.4		SOP R.034	General	Are there Trolley Jacks?		Applicable	Yes	No	Partially Yes	N/A	1	
R8.1		SOP R.036	General	Is there a Bench Vice?		Applicable	Yes	No	Partially Yes	N/A	1	
R8.2		SOP R.037	General	Is there a tyre pressure gauge?		Applicable	Yes	No	Partially Yes	N/A	1	
R9.5		SOP R.046	General	Is a computer electronic protection system (Anti-Zap) available?		Applicable	Yes	No	Partially Yes	N/A		

### NSR & SR OPTIONAL INFORMATION

No.	Evaluation Area	Reference	Evaluated Element	Element Breakdown	Element Breakdown	NSR	SR	Simple Score System		Simple Score System			
		Standard Operating Procedure Manual		Questionnaire	Notes			Competence	Competence	Weight 0.1<F<1	Scale (Only appl. If Partially YES selected) 0.25<S<0.75		
A1.1	<b>A. Reception</b>	SOP A.002	Signage	Is the reception sign mounted directly above the reception entrance?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
A1.2		SOP A.003	Signage	Is the office signage visible?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
A1.4		SOP A.005	Signage	Are there clearly visible fire extinguisher points present?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
A2.3		SOP A.009	Facilities	Are reception staff in uniform?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
A2.4		SOP A.010	Signage	Are reception staff using name badges?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
A2.5		SOP A.011	Separate from Workshop	Is there sufficient lighting in the reception area?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
A4		SOP A.013	Separate from Workshop	Are there fixed walls separating the reception from the workshop?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
A5		SOP A.014	Separate from Workshop	Are there fixed walls separating the reception from the workshop?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
B1.3	<b>B. Parking</b>	SOP B.004	Client Parking	Is there a disabled parking bay?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
B1.4		SOP B.005	Client Parking	Is the parking secured?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
B1.5		SOP B.006	Client Parking	Are the parking bays sheltered?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
B2		SOP B.009	Vehicle Storage	Is the vehicle storage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
B2.2		BOP B.011	Vehicle Storage	Is the vehicle storage area sheltered?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
B2.3		SOP B.012	Vehicle Storage	Is the vehicle storage area easily accessible?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	

B2.4		SOP B.013	Vehicle Storage	Does the vehicle storage area have sufficient/any lighting?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
B2.5	<b>B. Parking</b> continued	SOP B.014	Vehicle Storage	Does the vehicle storage area have sufficient parking bays?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
B2.6		SOP B.015	Vehicle Storage	Is the vehicle storage area clean and tidy?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
C1	<b>C. Security</b>	SOP C.001	Exterior Security	Is the workshop boundary secured?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
C1.1		SOP C.002	Exterior Security	Is the fencing/boundary wall intact?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
C1.2		SOP C.003	Exterior Security	Is there an electric fencing or barbed wire attached to the boundary wall / fencing?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
C1.4		SOP C.005	Exterior Security	Are there CCTV cameras recording the exterior activities?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
C1.5		SOP C.006	Exterior Security	Is the exterior sufficiently lit?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
C2.1		SOP C.008	Interior Security	Is the alarm linked via radio/cable to a control room?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
C2.2		SOP C.009	Interior Security	Are there CCTV cameras recording the interior activities?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
C2.3		<b>C. Security</b>	SOP C.010	Interior Security	Are there burglar bars fitted to all opening windows?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6
C2.4	SOP C.011		Interior Security	Are the workshop and entrance roller doors lockable?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
D2	<b>D. Company Documents</b>	SOP D.006	Business	Registered business documents?	If yes – attach copy	Optional	Optional	Yes	No	Partially Yes	N/A	1	
D2.5		SOP D.011	Business	Is the company an OEM-approved repairer?	If yes – print name(s)	Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
E1.1	<b>E. Corporate Identity</b>	SOP E.002	Building	Is the building neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
E2		SOP E.006	Marketing	Does the company have a marketing strategy?		Optional	Optional	Yes	No	Partially Yes	N/A	0.3	
E2.1		SOP E.007	Marketing	Does the company have an active website?		Optional	Optional	Yes	No	Partially Yes	N/A	0.3	
E2.2		SOP E.008	Marketing	Is the business franchised?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
F1.1	<b>F. Health &amp; Safety</b>	SOP F.002	Documentation	Is a safety officer certificate displayed?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	

F1.2	<b>F. Health &amp; Safety</b> continued	SOP F.003	Documentation	Is there a fire fighting officer certificate displayed?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
F2.1		SOP F.007	Facilities	Are there known assembly points?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
F2.2		SOP F.008	Facilities	Are there sufficient serviced fire extinguishers available throughout the workshop?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
F2.3		SOP F.009	Facilities	Is there a fire hose available?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
F2.4		SOP F.010	Signage	Is there First Aid signage clearly visible within close proximity of the kit?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
F3.1		SOP F.013	Signage	Is fire fighting equipment clearly demarcated in close proximity to the equipment?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
F3.3		SOP F.015	Environment	Is waste management disposal available?		Optional	Optional	Yes	No	Partially Yes	N/A		
F3.4		SOP F.016	Environment	Is there a demarcated waste disposal area?		Optional	Optional	Yes	No	Partially Yes	N/A		
G1.4		<b>G. Administration</b>	SOP G.005	Procedures	Does the company have an effective work allocation process?		Optional	Optional	Yes	No	Partially Yes	N/A	1
G2	SOP G.006		Procedures	Does the company have a client update process?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
G2.3	SOP G.009		Training	Does the company have a set training plan procedure?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
G3.4	SOP G.016		Facilities	Is the customer property from their vehicle recorded?		Optional	Optional	Yes	No	Partially Yes	N/A		
H1.3	<b>H. Qualifications &amp; Experience</b>	SOP H.004	Employee	Are there registered apprentices employed by the company?	Number of apprentices:	Optional	Optional	Yes	No	Partially Yes	N/A	1	
H1.4		SOP H.005	Employee	Are OEM-qualified technicians employed by the company?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
H2		SOP H.006	Employee	Is there a qualified estimator employed by the company?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
H2.1		SOP H.007	Employee	Is there a diagnostic technician employed by the company?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
I1	<b>I. PPE (Working Gear)</b>	SOP I.001	Employee	Are all staff wearing uniforms?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
I1.1		SOP I.002	Employee	Are all workshop staff wearing fireproof overalls?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	

I2	<b>I. PPE (Working Gear)</b> continued	SOP I.006	Signage	Are PPE signs visible in the paint mixing room?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
I2.2		SOP I.008	Signage	Are PPE signs visible above the bench grinder?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
I2.3		SOP I.009	Signage	Are PPE signs visible above the workshop press?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
I2.4		SOP I.010	Signage	Are PPE signs visible in the preparation area?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
I3.1		SOP I.013	Equipment	Are there sufficient gloves?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
J1.1	<b>J. Customer &amp; Staff Facilities</b>	SOP J.002	Reception	Are beverages/refreshments available for clients?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
J1.2		SOP J.003	Reception	Is there reading material available for clients?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
J1.3		SOP J.004	Reception	Is there a functional television or radio available?	Please state:	Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
J1.4		SOP J.005	Reception	Is there complimentary WIFI available?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
J2		SOP J.006	Reception	Is the reception area air-conditioned/heated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
J2.2		SOP J.008	Services	Is there a client 'drop-off' service available?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
J2.3		SOP J.009	Services	Are there courtesy vehicles available?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
J2.4		SOP J.010	Services	Is a card facility available for payment?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
J3.1		SOP J.013	Staff	Are there hand wash/sanitation basins?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
J3.2		SOP J.014	Staff	Is there a designated smoking area?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
K2.1	<b>K. Quotation Bay</b>	SOP K.007	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
K2.3		SOP K.009	Equipment	Is there lifting equipment?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
K2.4		SOP K.010	Equipment	Is there a torch/lead light?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
K2.5		SOP K.011	Equipment	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	

K3		SOP K.012	Equipment	Is a non-permanent marker available?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
	<b>L. Preparation, Strip &amp; Assembly Bays</b>	SOP L.002	Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
L1.1		SOP L.004	Signage	Is there indemnity signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
L1.2		SOP L.005		Are emergency exits clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
L1.3		SOP L.006		Are evacuation and assembly plans clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
L2		SOP L.008	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
L3.2		SOP L.016	Equipment	Is there a vacuum test kit?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
		<b>M. Panel Shop</b>	SOP M.002	Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	1
M1.1	SOP M.003		Signage	Is there 'Panel Shop' signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
M1.2	SOP M.004		Signage	Is there indemnity signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
M1.3	SOP M.005		Signage	Are emergency exits clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
M1.4	SOP M.006		Signage	Are evacuation and assembly plans clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
M2.1	SOP M.008		Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
	<b>N. Paint Shop</b>		SOP N.002	Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	1
N1.1		SOP N.006	Signage	Is the 'Paint Shop' signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
N1.2		SOP N.007	Signage	Is there indemnity signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
N1.3		SOP N.008	Signage	Are emergency exits clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
N1.4		SOP N.009	Signage	Are evacuation and assembly plans demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
N2.1		SOP N.011	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	1	

N2.4		SOP N.014	Equipment	Has the paint booth been serviced regularly and been issued with a service certificate?	If yes, attach	Optional	Optional	Yes	No	Partially Yes	N/A	1	
N4.1		SOP N.022	Equipment	Is the paint mixing room ventilation out of the building?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
O1	<b>O. Parts Receiving &amp; Storage</b>	SOP O.001	Facility	Is the parts receiving area under a roof?		Optional	Optional	Yes	No	Partially Yes	N/A	0.5	
O1.1		SOP O.002	Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
		SOP O.003	Facility	Is there sufficient lighting?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
O1.3		SOP O.007	Signage	Is there indemnity signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
O1.4		SOP O.008	Signage	Are emergency exits clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
O2		SOP O.009	Signage	Are evacuation and assembly plans clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
O2.2		SOP O.011	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
O2.3		SOP O.012	Equipment	Is there a parts management system?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
O2.4		SOP O.013	Process	Are all parts quality checked when received?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
O2.5		SOP O.014	Process	Are all parts traceable throughout the repair process?		Optional	Optional	Yes	No	Partially Yes	N/A	0.4	
P1		<b>P. Polishing &amp; Wash Bay</b>	SOP P.001	Facility	Are the bays under a roof?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6
P1.1	SOP P.002		Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
P2	SOP P.006		Signage	Is there indemnity signage clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
P2.1	SOP P.007		Signage	Are emergency exits clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
P2.2	<b>P. Polishing &amp; Wash Bay</b>	SOP P.008	Signage	Are evacuation and assembly plans clearly demarcated?		Optional	Optional	Yes	No	Partially Yes	N/A	0.8	
P2.4		SOP P.010	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
P3.1		SOP P.013	Equipment	Is there a high pressure cleaner?	Record make, flow rate and work pressure:	Optional	Optional	Yes	No	Partially Yes	N/A	0.7	



P3.2		SOP P.014	Equipment	Is there a paint thickness gauge?	Record make:	Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
Q1	<b>Q. Quality Control Bay</b>	SOP Q.001	Facility	Are the bays under a roof?		Optional	Optional	Yes	No	Partially Yes	N/A	0.7	
Q1.1		SOP Q.002	Facility	Is the flooring non-slip paint/mats?		Optional	Optional	Yes	No	Partially Yes	N/A	0.9	
Q1.3		SOP Q.004	Facility	Are these bays separate from the strip, assembly, panel shop and paint shop?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
Q2.4		SOP Q.010	Cleanliness	Are the walls neatly painted or facebrick?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
Q3		SOP Q.012	Equipment	Is there lifting equipment?		Optional	Optional	Yes	No	Partially Yes	N/A	0.6	
Q3.1		SOP Q.013	Equipment	Is there a torch / lead light?		Optional	Optional	Yes	No	Partially Yes	N/A	0.5	
Q3.2		SOP 1.014	Equipment	Is there a paint thickness gauge?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
Q3.3		SOP Q.015	Equipment	Is there a non-permanent marker?		Optional	Optional	Yes	No	Partially Yes	N/A	0.5	
R7		<b>R. General Equipment</b>	SOP R.030	General	Is there a measuring tape?		Optional	Optional	Yes	No	Partially Yes	N/A	1
R7.2	SOP R.032		General	Is there a Vernier?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R7.3	SOP R.033		General	Is there a Panel Alignment tool?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R8	SOP R.035		General	Is there a Transmission Jack?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R8.3	SOP R.038		General	Is there a Flat Sander?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R8.4	SOP R.039		General	Is there a Dolly?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R8.5	SOP R.040		General	Are there hammers?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R9	SOP R.041		General	Is there an OBD Diagnostic tool?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R9.1	SOP R.042		General	Is there an OBD Diagnostic tool?		Optional	Optional	Yes	No	Partially Yes	N/A	1	

R9.2	<b>R. General Equipment</b> continued	SOP R.043	General	Is there a Lever Set?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R9.3		SOP R.044	General	Is there a computer electronic protection system device (anti-surge)?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R9.4		SOP R.045	General	Is there a generator?		Optional	Optional	Yes	No	Partially Yes	N/A	1	
R9.6		SOP R.047	General	Is a refrigerated air dryer available?		Optional	Optional	Yes	No	Partially Yes	N/A		