

BS 10125:2014+A1:2016

What is this standard about?

It specifies the best approach to conducting consistently safe, high quality repairs to accident damaged vehicles.

Who is this standard for?

- Accident repair centres and bodyshops
- Motor insurers, crash repair part and component manufacturers
- Vehicle manufacturers
- Repair equipment manufacturers
- Road safety agencies and consumer representatives
- Training organizations

Why should you use this standard?

It sets out clear, relevant and practical requirements on:

- The recruitment, competence and responsibilities of people
- Up-to-date and efficient repair methods
- Equipment and tools
- Repair process, quality control, management, process change, continuity planning and record-keeping
- Replacement parts and controlled consumables
- The use of subcontractors
- Internal audit and corrective action
- Complaints procedures
- The removal, refitting and replacement of windscreens

This best practice route map for providing consistent, high quality repairs, also demonstrates a commitment to road safety, building customer confidence and enhancing the reputation of a business.

What's changed since the last update?

BS 10125:2014 grew out of PAS 125 (2007), in response to calls from the industry for best practice guidance. This latest 2016 update has improved the clarity of some wording and specifically:

- Addresses the implications of new technology and materials
- Adds a requirement to inform customers when safety-critical work has been done
- Provides for an audit trail for self-certified parts
- Adds a requirement for each stage to be signed off by a competent person
- Extends the audit trail to sub-contractors
- Introduces the requirement for a customer-focused complaints procedure