**Commercial Vehicle Bodyshop of the Year 2016**

 **Award Criteria**

Any bodyshop specialising in the regular repairs of commercial vehicles over 7.5 tonnes may enter. You could be independent, franchised or part of a group. Do you provide your customers with speedy, quality repairs and service? Do you have the skilled staff and specialist equipment required to meet the needs of the CV repair market?

### Instructions

*Please note: answers should be based on a single site and not include any non-repair work.*

Please complete this questionnaire and return by **Monday 16 May 2016** to Emily Miles, emily@bodyshopmag.com. You will receive an email receipt for confirmation.

**What happens next?**

* Your submission will be sent to our awards assessor who will contact you if they have any queries or require any more information.
* A random selection of your network will be contacted and feedback obtained.
* A shortlist of qualifying entrants will be drawn-up.
* A report will be sent to *bodyshop’s* independent jury members for analysis.
* The awards assessor will present their findings to the panel during Jury Day.
* Each finalist selected will receive two dinner tickets for the bodyshop Awards.
* The winner will be announced at the Awards Dinner at Twickenham Stadium on 22 September.

**Information**

The information supplied will only be shared, in confidence, with *bodyshop* employees, the Awards Assessors and members of the independent Awards Jury. It will not be passed on to any other third party or used for any other purpose.

**Company details**

Company name:

Company reg no:

Address:

Website:

Contact name:

Job title:

Tel number:

Email address:

**Background:**

In less than 50 words describe your business:

Year company was established:

Are you a limited company?

Please complete the chart below:

##### Bodyshop Personnel

Total number of staff: Productive: Non-productive:

**Note: Some manager/supervisors may have dual responsibilities**

Senior Estimator

Name:

No of estimators:

Main Contact & Job Title

Reception Manager

Name:

Total no of reception staff:

Workshop Manager

Name:

Total no of productive staff:

Office Manager

Name:

Total no of clerical staff:

Panel Supervisor

Name:

No of technicians:

Paint Supervisor

Name:

No of technicians:

MET Supervisor

Name:

No of technicians:

Please enter the name of the person responsible for the following areas:

Health & Safety

Customer Care

Marketing

Training

Annual turnover for your last audited financial year: £ Year

Projected turnover for the current financial year: £

Approximate size of workshop:

Approximate size of site:

Operational hours:

## Work types

Do you carry out bodybuilding or vehicle converting?

Do you carry out trailer refurbishments?

Do you operate a specialist recovery service?

If yes, how many recovery vehicles do you have?

Which if any, major national fleet operator approvals do you hold?

Which if any, insurance approvals do you hold?

Does your bodyshop have an accredited industry standard either technical or manufacturer’s? If yes, please state which.

If no, are you currently working towards achieving one?

## Plant & Equipment

What major plant/equipment does your facility include:

What material joining technologies do you have?

Do you have a designated aluminium booth/bay?

What diagnostic/reset equipment do you hold?

Do you have electronic wheel alignment equipment?

Do you have air conditioning evacuation and recharge equipment?

Do you have plastic repair tools/equipment?

Do you have SMART capabilities?

Do you have alloy wheel refurbishment facilities?

Do you subcontract any part of the repair service?

If yes, which part(s)?

Do you offer additional services?

## Operational

How do you monitor your bodyshop’s performance?

What are your top three key performance indicators (KPIs)?

1.

2.

3.

Which management system/s does your bodyshop use?

How many VDAs do you employ?

Which estimating system(s) does your bodyshop use?

How do you monitor estimating accuracy?

Do you have dedicated estimating bays?

Is there a dedicated customer handover area?

How does your bodyshop measure customer satisfaction?

Does your bodyshop have a documented quality control system in place?

Does your bodyshop offer any incentives and/or bonuses for staff?

Does your bodyshop have a documented complaints procedure?

Does you bodyshop have data protection procedures in place?

## Environmental

Does your bodyshop have a recycling policy?

Is your bodyshop registered under EPA?

## People development

Does your bodyshop carry out regular staff appraisals?
How do you assess staff training needs?

How do you ensure employee engagement?

How many apprentices do you have?

## Marketing

Why and how do you market your business?

## General

*Please answer the following in no more than 150 words each*.

1. What do you see as your greatest business opportunity over the next 12 months?
2. What do you see as the biggest challenge your business faces over the next 12 months?

## Return address

Please return completed forms to: Emily Miles, emily@bodyshopmag.com

You will receive an email receipt confirming your questionnaire has been received.

**Deadline: Monday 16 May 2016.**