**Work Provider of the Year Award 2016**

**Award Criteria**

We are looking for a work provider who has excelled in its relationships and performance with its business partners (repairers, brokers, fleets and insurers) by matching words with actions and creating long term, win-win partnerships.

***To qualify for entry to this Award you must have a contracted, managed repair network. We will require access your approved repair partners from which he will take a random selection to contact for feedback.***

**Instructions**

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:

**Overview:**

In less than 100 words, please state the following:

* How successful has your business strategy been over the past 12 months?
* How have your repair partners benefitted?

**Network:**

Please answer the following:

* + How many approved repairers do you have?
	+ How many jobs did your approved network carry out for you in 2015?
	+ Do you utilise CV/fast track/mobile/SMART services within your offer?
	+ What changes to your network (contractually and numbers) have occurred since 1 January 2015?

**Details of service:**

Please answer the following questions:

* How/why has your proposition evolved since 1 January 2015?
* How do you triage/manage FNOL? What is the success rate?
* How do you manage the engineering function?
* What technology do you employ across the business? Why?
* How do you ensure/maintain duty of care within your repair network?

**Repairer benefits:**

List the top 5 benefits of being an approved repairer:

1.

2.

3.

4.

5.

- What interaction do you have with your network?

- What is your current customer satisfaction rating across the network?

**Return Address**

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

Please remember to also email Emily with a list of your approved repairers so that we can take a random selection to contact for feedback on your services.

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

**Deadline: Monday 16 May 2016.**