

ChipsAway

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ChipsAway standards & training

As you would expect from the leading minor automotive paintwork repair brand, VBRA member ChipsAway places high priority on consistent quality standards and ongoing training. "ChipsAway is a national brand with a nationwide network of around 350 trained mobile technicians. In order to maintain our reputation and the confidence our customers have in the ChipsAway brand, consistency of service is essential," explains ChipsAway Operations Director David Anthony.

"Our commitment to training is a reflection of our determination that every ChipsAway customer will receive the same high standard of service wherever they go, from Perth to Penzance."

All new operators, whatever their background and previous experience, are given three weeks initial training, with a further three days for specialist Trim-Fix training. Three months later, trainees return to the ChipsAway Training Centre for assessment and Advanced Paint and Dent Training. Thereafter they are required to be re-assessed and re-accredited every twelve to eighteen months.

Currently, ChipsAway is in the process of securing external recognition and accreditation for its training processes and operations manual. In addition, experienced operators Anatol Poyer-Sleeman and Paul Fabian are in negotiation on the company's behalf with representatives from BSI to achieve PAS125 bodywork repair certification.

Anatol is a Fellow of the IMI (Institute of the Motor Industry) and takes ongoing professional development extremely seriously. He holds an NVQ for Body and Paint Operations, and ensures his employees also receive NVQ assessment alongside their comprehensive ChipsAway training.

"The first rate ChipsAway training undoubtedly gives us an edge," Anatol says. "When we were last visited by an independent assessor, he observed that we had achieved the required standards significantly faster than most traditional body shop employees, which I take as a great compliment from someone who has a wide experience of training and standards across the industry."

David Anthony concludes, "The success of our business relies on customers receiving excellent professional repairs and recommending ChipsAway to others. Commitment to quality standards is

therefore crucial. The ChipsAway brand has become synonymous with quality repairs over the fifteen years since its launch in the UK, and independent recognition simply substantiates that reputation within the minor automotive paintwork repair marketplace.”