



## How to apply for the Certified Steel Standard (CSS)

Certified Steel Standard or CSS is the National Vehicle Body Repairers Standards programme for Ireland which incorporates the industry agreed technical specification for the process of vehicle body repair. It outlines the processes and procedures directly related to the safe repair of accident damaged vehicles.

CSS details minimum requirements for competent personnel, appropriate and well-maintained equipment, suitable repair methods and quality of repair materials. The standards programme is independently audited (NMU Auditing & Inspection Services) and accredited by TUV SUD Auto Service GmbH, which clearly demonstrate to Customers and to Insurance Companies that Vehicle Body Repairers (Bodyshops) are committed to the highest quality and safety standards.

### The Application Process

Applications for inclusion in the scheme are handled by SIMI and the standards checklist will be made available to applicants for them to assess their own level of compliance. Standard template documents are also available for the recording of processes, creation of training records, calibration overviews and so on.

- The applicant can request a pre-audit (at an additional charge) or simply request an Audit (€595 plus vat).
- The Independent Auditors (NMU Auditing & Inspection Services) will then arrange an audit date to suit and carry out the audit.
- The applicant will then have 30 days to demonstrate compliance with any areas of shortcoming that do not require a repeat visit (e.g. training certs, documentation, calibrations, etc.) without repeat fee. For infrastructure and other complex non-conformances, a second fee applies.
- In order to maintain the CSS standard audits are carried out on an annual basis.

A successful audit outcome will entail the issuing of a CSS certificate and logo, endorsing that the Vehicle Body Repairers operation as worthy of inclusion on the members register.

A Technical Review Group will review all aspects of the checklist annually to make sure that the standard continues to evolve in line with technology and customer trends.

- ✓ Application
- ✓ Audit
- ✓ Certification
- ✓ Register

## What we look for from a Vehicle Body Repairer to be part of the Standard?

When our Auditors certify a CSS Vehicle Body Repairer, they have verified that:

- The Facilities are clean, tidy, well maintained and safe for employees and customers.
- The Bodyshop is well-equipped with all of the necessary tools and equipment to successfully repair all aspects of a customer's vehicle. The equipment used is in good condition, calibrated, suitable for use to repair modern vehicles.
- The Methods used are technically sound and specific to the vehicle being repaired, protective of the condition of the customer's vehicle, safe, traceable and employed appropriately.
- The People working on your car are qualified and trained to do so, take care and pride in their work, sign all work sheets as their word of honour that the work done is to the highest standard and promise to take great care of your car while in their custody.
- Finally, careful records document that the complete history of the repair of your vehicle while in the Bodyshop. These records detail the time spent on the job, the materials and parts used as part of the repair, detailed accounts of the different stages of the repair and the measurements taken and a comprehensive final Quality check at the end of the repair.

### For further information contact:

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