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## Overview

This standard covers obtaining and providing information to and from vehicle refinishing product manufacturers and suppliers for technical matters relating to vehicle preparation and refinishing activities.

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## Performance criteria

### You must be able to:

P1 show an awareness of current technical specifications and information for the **products** your organisation uses

P2 check that refinishing **products** have been used correctly according to manufacturer's specification and prescribed processes

P3 seek assistance from manufacturers only when the prescribed processes have failed

P4 provide information at the level of detail necessary and in a form and manner which the recipient will understand and accept

P5 promptly report technical problems and quality issues in line with manufacturer's or supplier's requirements

P6 collect sufficient, detailed information on the **product**, the problem and action taken prior to contacting the manufacturer or supplier

P7 ensure requests for information to manufacturers or suppliers are made clearly and promptly

P8 respond to requests for information from manufacturers or suppliers within the specified timescale

P9 ensure all information received from manufacturers or suppliers is promptly passed on to the relevant person(s)

P10 promptly report any anticipated delays in obtaining or providing information to the relevant person(s)

P11 ensure your reports and technical information are complete, accurate and in the format required

P12 suggest possible methods for improving the reporting process to your manager, when necessary

P13 carry out your reporting in an effective and efficient manner that is not detrimental to the smooth running of the body shop

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## Knowledge and understanding

### You need to know and understand:

*\*Legislative and organisational requirements and procedures \**

K1 the legislation relevant to vehicle refinishing activities and *\*products \**

K2 your workplace procedures for:

K2.1 recording fault location and correction activities

K2.2 reporting the results of tests

K2.3 the referral of problems

K2.4 reporting delays to the completion of work

K2.5 gaining up to date technical information and repair methods

K2.6 recording contact with manufacturers and suppliers

K3 the importance of working to industry recognised procedures and processes and obtaining the correct information for preparation and refinishing activities to proceed

K4 the importance of documenting rectification information

K5 the importance of working to agreed timescales and keeping others informed of progress and delays

K6 the relationship between time, costs and productivity

### **Product faults and correction**

K7 the types and causes of preparation and refinishing **product** faults

K8 the consequences of failing to follow manufacturer's instructions

K9 how to find, interpret and use sources of information on preparation and refinishing **products**

K10 how to select the most appropriate testing method for the symptoms presented

K11 how to carry out systematic diagnostic testing of preparation and refinishing **products**

K12 how to interpret, evaluate and analyse test results and **product** data in order to identify the cause of **product** fault

K13 your workplace procedure and policy for:

K13.1 work carried out under warranty

K13.2 liaising with manufacturers and outside agencies

K14 the relationship between test methodology and the faults repaired – the use of appropriate testing methods

K15 how to make cost effective recommendations for rectification

K16 the implications of not following an agreed quality control process

### **Personal Skills**

K17 how to communicate effectively with manufacturers, suppliers, managers, colleagues and customers

K18 how to access the reporting system

K19 how to process information and compile reports

K20 when it is appropriate to contact the manufacturer and or supplier

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K21 the limits of your authority and that of the designated personnel when liaising with the manufacturer or supplier

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## Scope/range

### 1. Examples of **products** are:

- 1.1. abrasives
- 1.2. fillers
- 1.3. primer
- 1.4. tinters
- 1.5. top coat and clear coat
- 1.6. substrates
- 1.7. cleaners/de-greasers

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