




Technician Information Pack



National Smart Repair Service Ltd (NSRS) is a new company that has been created by a team of Smart Professionals who have over 30 years experience operating within the Smart Repair sector.

The objective of NSRS is to offer the growing SMART Repair insurance sector a National Repair Network operating to high standards, offering consistent levels of repairs combined with excellent service levels at a cost effective price.

To achieve our objectives we are developing operating systems and processes that will enable NSRS to electronically forward jobs to our sub contractor network in a fast efficient manner thus offering our customers exceptional levels of service.

National Smart Repair Service are proud to confirm that they have created a strategic alliance with Bradley Smart International Ltd, one of Europe's largest specialist SMART Repair companies specialising in manufacturing, distribution, training and aftersales technical support.

A combination of Bradleys brand strength and knowledge matched with NSRS determination to develop the UK's first structured National Smart Repair Network will result in real value being generated for all associated parties. The value proposition NSRS plan to deliver will enable those associated with the programme to increase both sales and profitability.

How does it work?




Policy Holder
Contact

Insurance Company



Call policy holder once,
speaking to/leaving message
Re: sub-contractors details

 Sub-contractor
authorisation email/text
inc repair pictures

Policy holder contacts sub-contractor

Sub-contractor completes repair

Sub-contractor invoices NSRS

Payment process

Terms, Conditions and Operational Processes

Terms & Conditions

- All work carries a minimum 1 year guarantee.
- Compliant products to be used at all times.
- Health and Safety legislation to be adhered to at all times.
- All work must be completed within 10 working days unless the policy holder stipulates otherwise.

Operational Processes

- When a sub contractor uses/leaves trolley jacks or axel stands when repairing or removing any component or part of a policy holders vehicle, it is the sole responsibility of the sub contractor to ensure that the vehicle is:-
 - The subcontractor uses the correct trolley jack for the vehicle weight
 - The subcontractor uses the correct specification axel stands for the vehicle weight
 - The vehicle is to be lifted and supported using the appropriate positions for the vehicle as outlined within the vehicles hand book
 - That the ground the vehicle is standing on is of a suitable nature and will support the trolley jack/axel stands to ensure the vehicle does not move
 - That the vehicle is supported in such a way as not to endanger or expose any person/persons to personnel injury
 - It is the responsibility of the sub contractor to ensure their own Health & Safety as outlined within the Health & Safety document HSG261. This document can be downloaded free of charge from the Health & Safety web site at <http://www.hse.gov.uk/pubns/books/hsg261.htm>
 - The vehicle is repaired/positioned in a convenient area as agreed with the policy holder
 - Ensure that any body fittings, wheels or accessories are refitted to the vehicle manufacturers specification. (Including torque wrench settings)
 - Should the vehicle be damaged in any form whether it be body work or mechanical, during the repair process (including leaving the vehicle on axel stands) it is the sole responsibility of the subcontractor to repair the vehicle to its original condition

Do's:



- Do be polite
- Do be punctual
- Do be presentable
- Do make sure the repair is of the highest standard
- Do make sure you leave the customers premises as you found them
- Do make sure you take away all waste materials
- Do make sure the **Customer Satisfaction Form** has been signed

Customer Satisfaction Form

**NATIONAL SMART
REPAIR SERVICE**

Customer Name:

Registration:

Vehicle Type:

Claim Number:

I hereby acknowledge that the standard of the repair to my vehicle is of an acceptable level.

Signed: Date:

Print Name:

Contact Telephone Number:

Dont's:



- Don't be unreliable
- Don't try to sell additional work
- Don't try to charge the customer for the work you've completed

***Sub-Contractor Payment Process**

- 1.** Sub-Contractor forwards invoice with attached Customer Satisfaction Form to National Smart Repair Service Ltd
- 2.** National Smart Repair Service Ltd pay Sub-Contractor 30 days from month end.
- 3.** All invoices to be sent to Lisa Flitcroft, National Smart Repair Service, Old Station yard, Marlesford, Suffolk, IP13 0AG

Note: If the customer satisfaction form is not completed your payment will be held.

Terms & Conditions



Please complete and sign the below along with the accompanying National Smart Repair Service Ltd Network Sub-Contractor Assessment Form.

I hereby confirm to adhere to the terms and conditions as outlined in the National Smart Repair Service Ltd **Information Pack**

Company Name:

Company Address:

County: Postcode:

Sign Name:

Print Name: Date:

Position in Company:

Please note these Terms and Conditions need to be signed and returned to:

Lisa Flitcroft
National Smart Repair Service Ltd,
Old Station Yard, Marlesford
Suffolk IP130AG

or alternatively email a copy of this form accepting the Terms and Conditions to:

Lisa Flitcroft - lisa@bradleysmart.co.uk