

BUSINESS MANAGEMENT

**12 WAYS TO
IMPROVE MOT
MANAGEMENT –
THE MOT SELF
AUDIT**



AT THE HEART OF EVERY MOT BUSINESS IS A CLEAR PROCESS

These guides are in place to support your MOT Management learning and help you remain compliant and maximise business productivity.

Enjoy the read and good luck, do let us know of your successes and use our other guides to expand your continuous personal development.



WHY SHOULD YOU DO AN MOT AUDIT?

Protect your business from the implications of non-compliance.

Consider your VTS without its' MOT facility, this would significantly affect your ability to trade. Profitability would suffer, and your clients may choose to buy elsewhere.

Doubtless, you have worked hard to gain your VTS license and made a significant investment in equipment and training, it is important to protect your investment and maintain this important revenue stream.

A suspension or loss of the licence to carry out MOT's could create bad publicity, potentially damaging the reputation of your business in the local area.

Sub-contracting MOT's creates logistical challenges, stretches your busy workforce and creates an additional administration burden. So what steps can you take to ensure that you remain compliant?

SUGGESTION 1 - INVOLVE ALL OF YOUR STAFF AT EVERY STAGE OF THE AUDIT

Have the right people doing the right job. Many Testers within your team will welcome the opportunity to get involved, you just need to ask.

Clearly, you cannot give your full attention to every aspect of your MOT business on a day-



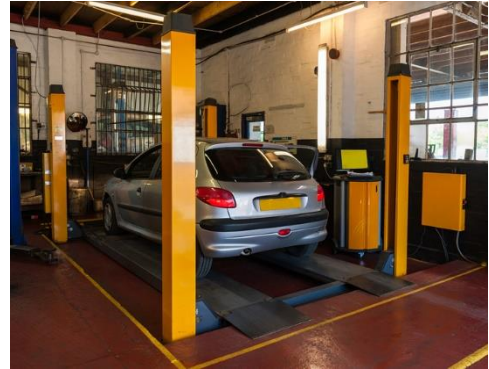
to-day basis, sharing elements of the audit process with other staff members will ease the workload on individuals and encourage them to take ownership of the MOT process. Everyone from the MD to the apprentice can be involved, this helps to ensure that we take a balanced view of the MOT operation from start to finish.

We assure you, that involving your team will make the audit less painful and you are more likely to achieve a successful outcome.

SUGGESTION 2 - FOLLOW THE DVSA RISK ASSESSMENT

The DVSA has a 15-point process for managing testing station standards;

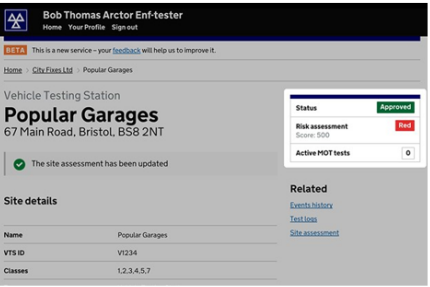
There's no need to reinvent the wheel! Use the guidelines on the DVSA website to generate a set of periodic checks to ensure the health of your MOT business. Set time aside to match the risk assessment against departments or job functions within your business. Can't find the information online? contact us, we can help you source the relevant information.



Practice self-audits monthly, make it part of your Standard Operating Procedures and watch your MOT business improve.

How much do you know about the DVSA risk assessment changes?

DVSA regularly assess every vehicle testing station (VTS) to check potential risk of non-compliance with the scheme requirements. This will involve an unannounced visit to your VTS by a site assessor who will look for evidence of systems and practices that will reduce the potential risk of non-compliance. Based on the visit, they assign the garage risk score and a risk category (RAG rating).



MOT Risk Score example

What are the risk categories and what do they mean?

RAG Ratings:

Red = High Risk (Red rated garages are marked as 'high risk')

Amber = Medium risk (Amber rated garages are marked as 'medium risk')

Green = Low risk

Based on the RAG rating, Red rated garages are marked as 'high risk', amber rated garages are marked as 'medium risk' and green rated garages are rated as low risk.

Risk Score Boundaries:

Green = 0 to 349 Points

Amber = 350 to 499 Points

Red = 500 + Points

DVSA sent a message on the 7th December 2016 stating that the risk score boundaries have now changed. The main reason for the change is to reduce the amount of garages in the green risk score category and increase the amount in amber and red. Garages in the amber and red category are more likely to receive visits from DVSA inspectors.

Updates to the MOT testing service – 7 December 2016

"Risk score boundaries"

To rebalance the numbers of garages within each category we're changing the boundaries between the red, amber and green risk categories. Your score won't change but you might find that you're now in a different category."

We contacted DVSA on behalf of our MOT members with regard to finding out the new risk score boundaries.

"Since the 8th December 2016 the current boundaries for allocating VTS risk categories were changed.


This is in response to changes in risk assessments and to rebalance the numbers of garages within each category.

Recent changes to site assessment questions has meant that overall VTS risk scores have gone down with a subsequent reduction in the number of VTSs in Red and Amber. This boundary change will go towards rebalancing the numbers in each category.

The parameters have been lowered with the effect of increasing the number of garages in Red and Amber and reducing the number in Green.

VTSs risk scores will not be altered but they may find they have moved into a different category.

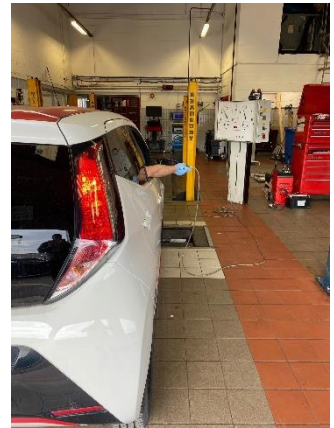
Sites are encouraged to review the working practices in their garage. The MOT Guide to Risk Reduction and Site Assessment Risk Scoring Guide are available on GOV.UK which supply information and best practice advice on systems and how to evidence them."

 Driver & Vehicle Standards Agency

SUGGESTION 3 - BE OBJECTIVE AND CRITICAL

Challenge your staff to find evidence of non-compliance. If you can't find anything wrong with your business you're probably not looking hard enough! No business can ever claim to be so well refined that there is no opportunity to improve its' operation in some way. Look at the systems and processes currently in place; are they adhered to? Are they necessary? Could they be improved? Could they be automated in some way? Do they comply with the current DVSA requirements?

Never assume that because an aspect of your MOT operation was compliant last month that it is still compliant today; the MOT requirements are being continually updated to reflect changes to modern vehicles and the available technology to enhance the MOT test.



SUGGESTION 4 - DEFINE THE TIMING OF THE MOT AUDIT

Timetable your self-check audit and communicate to all involved. Plan to complete your MOT self-audit regularly in advance of any DVSA audit, giving you time to put corrective actions in place. Often DVSA examiners turn up unannounced, so being prepared is essential.

Let all MOT-related staff know the timetable to which you are committed, this will aid communication and help them prioritise their time in the weeks and days leading up to your self-check.

Leave yourself at least 2 weeks implementation time post-audit so you can seek out best practice and implement change where required.



SUGGESTION 5 - MEASURE THE IMPACT

Use a robust scoring matrix;

This will be largely dictated by the DVSA standard to which you are being measured. Gather the questions from the DVSA document and areas of audit and begin to investigate not only what is being asked, but most importantly how you will achieve it.

MOT Audits are all about risk assessment and avoiding issues that could cause your VTS to lose its license or incur penalties. The DVSA provide excellent documentation to explain the risks. Make sure you have read and understand it.

Take time to look at splitting your audit between Operation and Management areas or back of house verses customer-facing areas. Every decision made will help to define who, within your team, should have an influence and ultimately responsibility for ensuring compliance is achieved in each area.



SUGGESTION 6 - FOLLOW THE DVSA SCORING MATRIX

Having a scoring matrix will help visualise where attention and staff focus is required. Where the risk assessment does not have a score, consider the Fourmative method of 0-3

0 = Not done – no supporting evidence available at the time of the audit

1 = Not witnessed but some limited evidence (process may exist, but not all staff use it)

2 = Witnessed but inconsistent (processes do exist but are not followed by everyone all of the time)

3 = Process demonstrated and is followed by all staff all of the time

	Ask Service Advisor to explain Booking process/Appeals/Re Test procedure/Complain about an MOT	0	1	Coached apprentice SA regarding appeals and retest info and criteria	0%
	MOT Viewing Areas signed and defined / Video camera monitor in use (non-recording)	0	1	Viewing area is partially obscured by building materials temporarily stored near window; the glass is heavily tinted and makes it difficult to see through into the workshop	0%
	PREMISES & SIGNAGE SUB TOTAL	0	4		0%
Management & Staff					
	Manager to have a monthly MOT review with staff. Update Folder with all relevant notes	1	5	Monthly meetings are recorded up to September, there are gaps in the paperwork (RAG ratings etc.)	20%
	Manager to ensure all listed NT's are active, status of RAG rating and any testing outside this VTS	0	3	XXX needs to be removed from MTS & Testing hours altered	0%
	Training records maintained and updated. Tester Training completed and evidenced for SM and Tester (refresher/Online) and are certificates checked. Use https://mattersotesting.blog.gov.uk/ website for CPD, evidenced in Tester's training record	0	3	No annual assessments have been completed so far this year, most recent CPD is dated XXXX	0%
	Every 6 months complete a SAR as per DVSA site and put results in Folder documents. Report findings to GM/DP	0	3	Most recent SAR is dated September 2021	0%
	Management actions since last Audit/DVSA visit	3	3	Difficult to assess due to lack of previous information	100%
	STAFF SUB TOTAL	4	17		24%
MOT Computer, Paperwork & DVSA Documents					
MOT Computer	MOT Computer use and security of passwords evidenced	2	2		100%
Special Notices	Manager to have Site Manager access and read their VTS Special Notices & Notifications on MOT computer	0	2	Site manager not present so unable to check and confirm	0%
MOT certificates issued v Invoices	Is there a monthly check of MOT certificates issued v Workshop invoices including full check of IP address	5	5		100%
Job Card Spot Check	JOB CARD CHECK - MOT Certificates checked against test log and Invoices raised				

So, a score of 0 would be recorded if the audit point is new to the team member or Department processes do not exist to address the requirement, and represents the highest risk.

Then we would score a 1 if the MOT staff were aware of what is required, or a process was written to achieve the audit point, but it was not being done wholly.

A score of 2 would be awarded if NT's/Service Advisor staff knew what needed to be done and the defined/documentated process existed, but it was not being done all the time.

Finally, a score of 3 would be recorded if it were evidenced that the staff and the processes were being applied consistently all of the time.

SUGGESTION 7 - MANAGE THE CHANGE

Identify the areas from the self-check that did not meet the standard required. Ask MOT staff why they feel the standard is not being met and seek their involvement in making the necessary changes. Document the step change that is required and monitor progress toward the fix.

Agree a timetable for implementing the change with the staff and reschedule a self-audit to ensure fullest application has been achieved. Consider re-writing procedures if required.

Train and/or coach staff if change is not being achieved consistently.

Applaud success across the team and share the positivity with all involved.



SUGGESTION 8 - MEASURE THE CHANGE

Ensure you know what areas are being worked on. The biggest successes with MOT Audits come when a risk area is identified and a workable change is implemented that ensures on-going compliance.



The MOT Audit should clearly identify areas of risk, either by means of an acceptable score threshold or as a percentage or perhaps using a traffic light system.

Score – If the maximum score is out of 300 and the business reports a total score of 200

% - Using same point count then $200/300 = 67\%$

Colour – It could be that the business has many **RED** areas, some **AMBER** and many **GREEN**. This RAG rating fits very well with the existing DVSA Standards.

Let all MOT staff know what the scoring criteria is, and where any areas of concern are being monitored towards achieving excellence, then when the improvement is implemented and proven to be sustainable you must reward the success in an appropriate way.

SUGGESTION 9 - CREATE A SCORECARD

Making a meaningful change in your business as a result of an MOT Audit is a win-win situation. Sometimes MOT Audits are perceived to be an interruption to the business or DVSA's way of policing you, instead see it as an opportunity to continuously improve your business toward excellence.

You can use the MOT audit results attained to form part of your Departmental KPI scorecards and to shape the agenda of personal reviews for MOT team members.

Tester's will gain a greater understanding of what is required of them, processes will improve, efficiency will increase, operating costs will reduce, and the MOT Audit is then owned by everyone, not just AEDM and Site Manager.



SUGGESTION 10 - CHECK AND CHECK AGAIN WITHIN YOUR MOT TEAM

Advice on what to do and where to get better will come in all forms. Fourmative genuinely believe that your staff will improve through involvement in key decisions- if you ask a nominated tester how their MOT operation could be improved, you'll generally get a raft of different suggestions, (remember there is no such thing as a bad idea!) you then need to decide which ones to implement based on the unique factors relevant to your business.

This involvement has far-reaching benefits; with enthusiasm and teamworking coming high up on the list of motivators, not least productivity and efficiency improvements regularly seen across staff and management.

Try and involve other staff members too, there are some simple checks that should be done each and every month, completing these will help make sure that you remain compliant.

A document titled "Checklist for MOT Test Stations" with a logo in the top right corner. The document is divided into sections: PAPERWORK, SECURITY, PREMISES, and EQUIPMENT. Each section contains a list of items to be checked, with columns for "Date" and "Calibration Due".

Checklist for MOT Test Stations

To be carried out on a regular basis by the Site Manager

PAPERWORK

- Have the required number of Quality Control checks been carried out
- Are there three months of printouts for EGA and Diesel Smoke Meter, in date order
- Is the Appeal notices displayed and available
- Is the Inspection Manual available up to date and appendices signed and dated
- Is the Testing Guide available and up to date
- Is the DVSA User Guide available and up to date
- Are all relevant Special Notices available, filed and signed where applicable by all testing staff
- Are the contingency paperwork stored off-site

SECURITY

- Are security cards kept in a secure place or on the person
- Are passwords kept secure
- Is the spare security card kept in a secure place
- Are the contingency Testing certificates and register up to date

PREMISES

- Are all notices, posters, public leaflets and official signs displayed and legible
- Is there a brake/ABS chart available
- Are the MOT parking bays clearly marked and not restricted with cone MOT vehicles
- Is the MOT bay clean and tidy and floor markings clear
- Is the Viewing Area and waiting area clear of obstructions, and marked

EQUIPMENT

Are all the following (as applicable) available, working correctly and have a current calibration certificate

	Date	Calibration Due
1. Exhaust Gas Analyser	✓/✓	_____
2. Diesel Smoke Meter	✓/✓	_____
3. Roller Brake Tester/Plate Brake Tester	✓/✓	_____
4. Headlamp Tester	✓/✓	_____
5. Decelerometer	✓/✓	_____
6. Pulling Brake Tester (motorcycles only)	✓/✓	_____
7. Tyre depth gauge	✓/✓	_____
8. Corrosion Assessment Tool	✓/✓	_____
9. Floor Bar	✓/✓	_____
10. Horn Turn Plates	✓/✓	_____
11. Low voltage inspection lamp	✓/✓	_____

SUGGESTION 11 - CONSIDER AN AEC SPECIALIST

Appoint an Authorised Examiner Consultant (AEC).

In June 2019 the DVSA created an AEC role to help support testing stations in achieving and maintaining their MOT compliance. These AEC's go through rigorous training and it is a Level 3 Management qualification that they hold. The areas they have specialist skills include their ability to help with:

- Test Logs
- Tester Quality Information
- Training records
- DVSA Reports
- Quality Management Systems
- Periodic on-site audits
- Quality checks
- Identifying potentially fraudulent actions

They will help you write defined actions for your VTS and support you with best practice.

Fourmative provide AEC's regionally and offer a monthly check service whereby we provide a remote-access view on your performance and give an appraised health check to help you concentrate on the priority areas.

This AEC check can then be a focus for your team with the best-placed people effecting the change.



SUGGESTION 12 - A BIG SHOUT OUT

So, finally, we are at #12, and this has to be about claiming and sharing success. Reward those that have helped the business achieve the MOT Audit standard required. If suggestions have been coming in abundance, then ask staff to nominate their MOT Audit champion.



Do not become complacent, and having reached excellence, the real challenge is to see what else you can do to continually raise the bar and improve testing standards across the whole MOT facility.

Use Social Media and your website to promote awareness of MOT Audit success, your customers will enjoy reading about improvements in your service offering.

NEED HELP CONTACT **FOURMATIVE BUSINESS** CONSULTANCY

At the heart of a great business is a clear process. We can help you Define it, Measure it, and Deliver it. Following a logical step-through process, we work to help and guide you through best practice and help you achieve your best possible results.

Fourmative is an automotive consultancy and training business with a passion to be different, to extend boundaries and enter new horizons combined with a desire to have an unquestionable impact upon our client's business. This lies at the very foundation of what we do and forms our commitment to you.

Fourmative was founded in 1993 with the underlying principle that still stands today - the desire to truly make a difference.

A difference that helps solve issues, educate staff and managers alike, enhance both your business and individual performance.

Celebrating our 30th year in 2023 and we continue to deliver enhanced business benefits to our many global clients.

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FOR MORE INFORMATION, VISIT
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