

ASK THE MOT EXPERT



Why local support matters when MOT compliance is put to the test

By Jim Bithell, Regional Compliance Manager (North), MOT Compliance Group

As Regional Compliance Manager for the North, I spend much of my time visiting MOT testing stations, carrying out compliance audits and supporting Authorised Examiners (AEs) through the challenges of running a busy MOT operation.

Many garages have access to guidance, software, reports and documented procedures. However, having access to compliance tools is not the same as being compliant.

The question isn't whether you have MOT compliance processes in place – it's whether you are confident they would satisfy DVSA requirements if reviewed today.

In my experience, this is where many businesses discover a gap. The issue is rarely the absence of procedures. More commonly, it is the inability to demonstrate that Quality Management (QM) reviews have been completed, Quality Control (QC) checks have been carried out, corrective actions have been followed up and compliance activity has been independently monitored.

Having worked in Enforcement Delivery for the DVSA, I know that when concerns arise, the focus is rarely on what should have happened. The focus is on what can be evidenced.

Can quality management activity be demonstrated?

Can quality control checks be evidenced?

Can corrective actions be tracked and verified?

Can records be produced quickly and accurately when requested?

These are the questions that determine whether a business can confidently demonstrate compliance.

The DVSA places significant responsibility on the AE. From tester competence and calibration records to quality checks and site standards, the expectation is that compliance can be evidenced at any time.

When compliance weaknesses are identified, the consequences can be significant. Disciplinary action, enforcement intervention, increased oversight or suspension of testing privileges can have a major impact on a business. For many operators, the cost of dealing with an investigation far exceeds the cost of preventing one.

This is why more businesses are adopting independent audit programmes designed to identify weaknesses before they become enforcement concerns.

An independent site audit provides an objective assessment of processes, documentation, quality control activity and site standards against current DVSA requirements. Most importantly, it helps businesses identify and address risks before they become problems.

At MOT Compliance Group, our clients benefit from a nationwide team of regionally based MOT compliance specialists. We provide face-to-face support, routine site audits, quality reviews and ongoing compliance monitoring designed to help businesses achieve, evidence and defend compliance.

From my base in Scotland, I support clients throughout Scotland and the North of England, while colleagues cover the rest of the UK. This regional structure enables us to respond quickly when clients require assistance, whether they are dealing with a compliance concern, preparing for a DVSA visit or seeking practical guidance.

As a team made up of former DVSA officers, examiners, MOT testers, business owners and site managers, we understand both the regulatory requirements and the commercial realities of running a workshop.

The question remains simple.

If the DVSA reviewed your MOT operation today, would you be confident in the evidence you could provide? If the answer is anything less than an immediate yes, now is the time to arrange an independent MOT compliance review.

For an informal discussion about MOT compliance, site audits or ongoing compliance support, contact MOT Compliance Group on 08000 487 063 or visit www.motcg.co.uk.

For MOT Tester Training and management qualifications, contact MOT Expert on 01604 422700 or visit www.motexpert.org.



MOT Compliance Group

The UK's Only MOT Total Protection Partner

Our Business Is Taking Care Of Your Business

Compliance Audits & QA Checks

Our MOT Centre Site Audit will make sure that you are following the criteria set out by the DVSA so that you can feel confident and safe in the knowledge that your VTS is up to standard.

DVSA Interview & Disciplinary Support

We are on hand to support you through DVSA appeals to ensure minimal disruption to your business – we are with you every step of the way.

MOTXpert - Your Complete MOT Compliance System

MOTXpert is our integrated MOT compliance and garage management platform, designed to give you full control of your operation while keeping you DVSA-ready at all times.

From audits and quality control to test log reconciliation, bookings and equipment tracking, everything is managed in one place - powerful in capability, simple to use.

“Amazing Service from Ross, Haider & Leanne, they all work so hard! Very responsive and feels like they come in and wave a magic wand.”

Auto Repair Shop, Kislingbury

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