
Overview

This standard is about obtaining and providing information to and from manufacturers and suppliers for technical matters to support automotive work activities and product development.

**Performance
criteria**

- You must be able to:
- P1 show an awareness of current technical specifications and **information** for the vehicles/products your organisation handles
 - P2 check that automotive work activities have been completed 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 vehicle/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 workplace

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 how and where to access **information** regarding relevant technical development and **information** for the vehicle/product being handled
- K2 the legislation and workplace procedures relevant to:
 - K2.1 health and safety
 - K2.2 the environment (including waste disposal)
 - K2.3 appropriate personal and vehicle protective equipment
- K3 legal requirements relating to the vehicle/product being handled
- K4 your workplace procedures for:
 - K4.1 recording fault location and correction activities
 - K4.2 reporting the results of tests
 - K4.3 the referral of problems
 - K4.4 reporting delays to the completion of work
 - K4.5 gaining up to date technical **information** and repair methods
 - K4.6 liaising with manufacturers and outside agencies
 - K4.7 recording contact with manufacturers and suppliers
 - K4.8 reporting technical problems and quality issues promptly in line with manufacturers'/supplier's requirements
- K5 the importance of working to industry recognised procedures and processes and obtaining the correct **information** for automotive work activities to proceed
- K6 how to formulate and construct your own diagnostic procedures and processes in order for diagnostic activities to proceed
- K7 the importance of and how to collect sufficient, detailed **information** on the problem and action taken prior to contacting the manufacturer
- K8 the consequences of failing to follow manufacturer's instructions
- K9 the importance of documenting diagnostic and rectification **information**
- K10 the importance of working to agreed timescales and keeping others informed of progress and delays
- K11 the relationship between time, costs and productivity
- K12 the importance of promptly reporting anticipated delays to the relevant person(s)

K13 the importance of the reporting process and how to suggest possible methods for improvement

Personal Skills

K14 how to communicate effectively with manufacturers, managers, colleagues and customers

K15 how to access the reporting system

K16 how to process **information** and compile reports

K17 when it is appropriate to contact the manufacturer and or supplier

K18 the limits of your authority and that of the designated personnel when liaising with the manufacturer or supplier

Scope/range

1. **Information** may be about any of the following:
 - 1.1. fault finding
 - 1.2. fault correction
 - 1.3. tools
 - 1.4. equipment
 - 1.5. materials
 - 1.6. technical information

**Additional
Information****Glossary**

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Alternative Fuel

This is defined as any type of fuel that may be used to power an internal combustion engine, examples would include LPG, bio ethanol etc.

Manufacturers

Examples include vehicle and product or equipment manufacturers.

Vehicles:

Light vehicles, heavy goods and public service vehicles, motorcycles, heavy vehicle trailers and lift trucks, to include SI, CI, Hybrid, Electric or alternative fuel vehicles.

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