



مجلس أبوظبي للجودة والمطابقة  
ABU DHABI QUALITY & CONFORMITY COUNCIL

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# ABU DHABI OCCUPATIONAL TERMS

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**Automotive Body Shop Manager Level 7**



08 JUN 2017  
ADOT 82/2017  
FIRST EDITION



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## Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.
1	xxx	Document launched				



## About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

## Foreword

The QCC Car Workshops Personnel Occupational Terms Working Group was initiated in January 2017 in order to establish occupational terms for workers in the car workshops sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



## Acknowledgments

The QCC would like to thank the members of the working group listed below:

<b>Sr.</b>	<b>Name</b>	<b>Entity</b>
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3	Abdulla Al Marzouqi	Zones Corp
4	Amir Hamied	Zones Corp
5	Abdullatif Al Ali	Dept. of Economic Development
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14	Mahmoud Adnan	Center of Waste Management
15	Zainab Al Kaff	OSHAD
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28	Khaldon Sousou	Eastern Motors Company
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32	Masqood Ahmed	Al Futtaim Auto Center
33	Saleh Al Zaabi	Patriot Performance
34	Mohamed Al Mosaabi	Electra Auto
35	Syed Naveed	Bin Hamooda Auto
36	Rodyney Ghosn	Al Tayer Group
37	Saad Khalid	Al Futtaim Auto Center



## Occupational Terms

No.	Field	Details												
1.	Occupation (Standard Unit)	Automotive Body Shop Manager Level 7												
2.	Description	This standard specifies the outcome required to manage and supervise functioning of Body Shop and manage Body Shop personnel.												
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application												
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Manage Body Shop Operations</i></td> </tr> <tr> <td>E2</td> <td><i>Supervise and evaluate performance</i></td> </tr> <tr> <td>E3</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E4</td> <td><i>Work effectively in a team</i></td> </tr> <tr> <td>E5</td> <td><i>Maintain a healthy, safe and secure working environment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Manage Body Shop Operations</i>	E2	<i>Supervise and evaluate performance</i>	E3	<i>Plan and organize work to meet expected outcomes</i>	E4	<i>Work effectively in a team</i>	E5	<i>Maintain a healthy, safe and secure working environment</i>
No.	Element													
E1	<i>Manage Body Shop Operations</i>													
E2	<i>Supervise and evaluate performance</i>													
E3	<i>Plan and organize work to meet expected outcomes</i>													
E4	<i>Work effectively in a team</i>													
E5	<i>Maintain a healthy, safe and secure working environment</i>													
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input checked="" type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10												
6.	Function	<input type="checkbox"/> Policy and strategy   QF 9-10 <input checked="" type="checkbox"/> Managing   QF 7-8 <input type="checkbox"/> Specifying   QF 6-7 <input type="checkbox"/> Controlling   QF 6 <input type="checkbox"/> Maintaining capability   QF 4-6 <input type="checkbox"/> Performing/carry out   QF 1-4												
7.	Entry information and prerequisites	Graduate degree/ Diploma in Mechanical/Automobile Engineering												
8.	Grading	<b>Application unit:</b> <i>Competent/Not Yet Competent</i>												
9.	Industry sector	Automotive												



No.	Field	Details	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Zones Corp, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, OSHAD, Center of Waste Management, Abu Dhabi Chamber, Health Authority Abu Dhabi, ACTVET, National Qualification Authority, SAAED for Trafficking Systems and the Ministry of Human Resources & Emiratisation
		Private Sector	Al Tayer Group, Emirates Motor Company, Ali & Sons Group, Al Futtaim Automobile
11.	Endorsement date	TBA	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	ISCO-88 : Unit Group 1349 Production & Operations Department Managers Not Elsewhere Classified	

## Terms & Conditions

Term	Description
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
OEM	Original Equipment Manufacturer
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4- wheelers



## Performance Criteria

Element	1. Manage Body Shop operations
PC 1.1	Monitor overall body shop operations including the accidental vehicles
PC 1.2	Manage body shop personnel across various level (including denter/ painter) keeping the volume of vehicles and financial profitability in mind: <ul style="list-style-type: none"> <li>✓ Identify manpower gaps amongst the mechanics and denter/ painter staff various body shop related jobs</li> <li>✓ Recruit trained personnel who are competent enough to carry out the overall repair process including those of the accidental vehicles</li> <li>✓ Allocate the Supervisors/ Service Advisors/ Mechanics/ Technical Specialist from the vehicle workshop in coordination with the workshop in charge in case of requirement</li> </ul>
PC 1.3	Ensure timely communication of incentive schemes and proper distribution of the rewards / incentives to maintain higher levels of motivation amongst the body shop employees
PC 1.4	Evaluate performance of body shop personnel and ensure training needs are assessed for existing employees & actual training for the newly recruited manpower for various kinds of jobs performed in the body shop
PC 1.5	Assist in the correct evaluation of the extent of damage in an accidental vehicle and provide comprehensive explanations to the Insurance Claim Inspector
PC 1.6	Ensure that the scope of repair is properly documented and conveyed to the customer and insurance company (in case of any minor damage or accident)
PC 1.7	Ensure a fair distribution of work between all Technicians, commensurate with their skills and experience and to a Specialist in the workshop in case the Body Shop Technicians are unable to handle it
PC 1.8	Ensure work on repair orders is performed with efficiency, accuracy, and high quality, and in accordance with Dealership, Insurance Company, And Organisation Standards
PC 1.9	Review work on all accidental vehicles (major & minor) and understand the reason of delay and escalate in case of delay due to either the non-availability of spares/ other components, pendency from the insurance side any other reason
PC 1.10	Ensure adequate stocking of Spare Parts generally used in the body shop in coordinate with the Parts Executive
PC 1.11	Assist in ensuring maintenance of Dealership-owned tools and manuals for various components
PC 1.12	Liaise with both Internal (workshop manager, spare parts manager, service advisor, workshop supervisors, etc.) and external stakeholders (spare parts distributor, OEM field service team, insurance inspectors etc.) to ensure smooth functioning of body shop
PC 1.13	Report to the superior on overall functioning of the Workshop and on any requirements/ challenges/ problems faced which needs his attention





<b>Element</b>	<b>2. Supervise and evaluate performance</b>
PC 2.1	Set goals and targets as per organizational directives for all reporting executives
PC 2.2	Create quantified measures and metrics to analyze the performance delivered by subordinates
PC 2.3	Set tangible and achievable incentives for subordinates as per the goals and targets assigned
PC 2.4	Ensure and implement strict adherence of all activities performed by subordinates to organizational guidelines
PC 2.5	Monitor and supervise all the activities performed by subordinates and ensure optimization to achieve the set goals
PC 2.6	Evaluate performance of subordinates and reporting executives on the designed measures and metrics as per the guidelines of the organization
PC 2.7	Assist and support reporting executives whenever necessary or applicable
PC 2.8	Document all performance indicators and metrics of subordinates in the prescribed format of organization
PC 2.9	Perform all appraisal related process flow for subordinates, as per respective performance documents
PC 2.10	Handover all the documents and appropriate support measures to human resources department for official records
PC 2.11	Ensure and implement proper process flow for feedbacks and queries received from subordinates

<b>Element</b>	<b>3. Plan and organize work to meet expected outcomes</b>
PC 3.1	Keep immediate work area clean and tidy
PC 3.2	Treat confidential information as per the company's guidelines
PC 3.3	Work in line with company's policies and procedures
PC 3.4	Work within the limits of the job role
PC 3.5	Obtain guidance from appropriate people, where necessary
PC 3.6	Ensure work meets the agreed requirements
PC 3.7	Establish and agree on work requirements with appropriate people
PC 3.8	Manage time, materials and cost effectively
PC 3.9	Use resources in a reasonable manner

<b>Element</b>	<b>4. Work effectively in a team</b>
PC 4.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 4.2	Work with colleagues to integrate work
PC 4.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 4.4	Work in ways that show respect for colleagues
PC 4.5	Carry out commitments made to colleagues



<b>Cont.</b>	
PC 4.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 4.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 4.8	Follow the company's policies and procedures for working with colleagues

<b>Element</b>	<b>5. Maintain a healthy, safe and secure working environment</b>
PC 5.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 5.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority
PC 5.3	Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
PC 5.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 5.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 5.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 5.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 5.8	Complete all health and safety records
PC 5.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area



## Knowledge & Understanding

- *To manage Body Shop operations, the user/individual on the job must know and understand:*
1. Standard operating procedures of the Organization/ Dealership for inspection, repair and refurbishment of vehicles (including major and minor accidental vehicles)
  2. Standard operating procedures for repair, refurbishment and replacement of various auto parts/ components, including those involving accidental vehicles
  3. Safety requirements for equipment required for the safe functioning of the body shop
  4. Documentation requirements for each procedure carried out as part of roles and responsibilities regarding the repair, refurbishment and replacement of the vehicles across various job roles in a workshop
  5. Organizational and professional code of ethics and standards of practice
  6. Safety and health policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
  7. The technical specifications of various OEM vehicular products as well as those manufactured by the competitors
  8. The basic technology used in the overall functioning of various components (especially the core components like engine, gear box, propeller shaft, clutch and brake assembly, transmission systems, axles etc.)
  9. How to keep records and ensure that following services are performed as per the customer requirements:
    - ✓ Sheet metal repair
    - ✓ Aluminum repair
    - ✓ Bumper and plastic repair
    - ✓ Frame and unibody repair
    - ✓ Full paint services (except complete paint jobs)
    - ✓ Complete mechanical services
    - ✓ Glass replacement
    - ✓ Headlight reconditioning (for faded or discolored lenses)
    - ✓ Hail damage repair
    - ✓ Paint-less dent repair
    - ✓ Window tinting
    - ✓ Pinstriping
    - ✓ Detailing
  10. How to train and provide guidance to the Body Shop employees and staff in all matters relating to the overall automotive and repair, refurbishment of components in the OEM vehicle



11. How to ensure and monitor effective use of the tools and equipment required in the body shop
  12. The co-ordination required with the workshop personnel to ensure timely delivery of the vehicle reporting to the body shop including those for any major or minor accidental work
  13. How to create regular reports on service and workshop performance basis the vehicles attended by the workshop
- *To supervise and evaluate performance, the user/individual on the job must know and understand:*
1. Standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
  2. Standard operating procedures for query and problem reporting and their redressal in the organisation
  3. Framework and guidelines prescribed by the organisation for query and problem redressal
  4. Framework and guidelines prescribed by the organisation for performance evaluations and based appraisals out of it
  5. Documentation requirements for each procedure carried out as part of roles and responsibilities
  6. Institutional and professional code of ethics and standards of practice
  7. Safety and health policies and regulations for the workplace
  8. Documentation requirements for appraisals and other performance evaluations of various subordinate positions
  9. Process flow for performance evaluation, documentation and appraisals related with them
  10. Subordinate and reporting executive's problems and queries and documenting it in the organisation's prescribed format
  11. redressal documentations mechanisms available in the organization and acting accordingly in a timely manner
  12. Software or Format such as MS Word, Excel, PowerPoint and Management Information System (MIS) as prescribed by the organization
- *To plan and organize work to meet expected outcomes, the user/individual on the job must know and understand:*
1. The company's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
  2. The limits of responsibilities and when to involve others
  3. Specific work requirements and who these must be agreed with
  4. The importance of having a tidy work area and how to do this
  5. How to prioritize workload according to urgency and importance and the benefits of this



6. The company's policies and procedures for dealing with confidential information and the importance of complying with these
  7. The purpose of keeping others updated with the progress of work
  8. Who to obtain guidance from and the typical circumstances when this may be required
  9. The purpose and value of being flexible and adapting work plans
  10. How to complete tasks accurately by following standard procedures
  11. Technical resources needed for work and how to obtain and use these
- *To work effectively in a team, the user/individual on the job must know and understand:*
1. The company's policies and procedures for working with colleagues, role and responsibilities in relation to this
  2. The importance of effective communication and establishing good working relationships with colleagues
  3. Different methods of communication and the circumstances in which it is appropriate to use these
  4. The importance of creating an environment of trust and mutual respect
  5. The implications of own work on the work and schedule of others
  6. Different types of information that colleagues might need and the importance of providing this information when it is required
  7. The importance of helping colleagues with problems, in order to meet quality and time standards as a team
- *To maintain a health, safe and secure working environment, the user/individual on the job must know and understand:*
1. Legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this
  2. What is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
  3. How and when to report hazards
  4. The limits of responsibility for dealing with hazards
  5. The company's emergency procedures for different emergency situations and the importance of following these
  6. The importance of maintaining high standards of health, safety and security
  7. Implications that any non-compliance with health, safety and security may have on individuals and the organisation
  8. Different types of breaches in health, safety and security and how and when to report these
  9. Evacuation procedures for workers and visitors
  10. How to summon medical assistance and the emergency services, where necessary
  11. How to use the health, safety and accident reporting procedures and the importance of these



## Other Skills

### Writing Skills

- *To be competent, the user/individual on the job needs to:*
  1. Communicate information and ideas in writing so that the subordinates and peers can understand
  2. Create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
  3. write at least one language

### Reading Skills

- *To be competent, the user/individual on the job needs to:*
  1. Read reviews from subordinates in terms of their requirements, queries and feedbacks
  2. Read appraisal documents related with any of subordinating position
  3. Read policies and regulations pertinent to the job

### Communication Skills

- *To be competent, the user/individual on the job needs to:*
  1. Interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
  2. Interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation

## References

<http://www.ukstandards.org.uk>

[www.nsdindia.org/nos](http://www.nsdindia.org/nos)