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## Association to introduce ratings for motor workshops

By SYLVIA LOOI

IPOH: The Federation of Automobile Workshop Owners Association Malaysia, in an attempt to spruce up its image, will introduce a system to profile workshops.

Federation president Kong Wai Kwong said under the system, consumers would be able to check on the services offered by workshops and the charges, using the Internet.

Such a system, he said, would offer better transparency and prevent consumers from being conned.

"For a start, the system will encompass PARS (PIAM Authorised Repairers Scheme) workshops in the country, which totals 500," he said in an interview here Thursday.

"Eventually, it will cover all our 2,700 members nationwide," he added.

While the federation had set Nov 30 to implement the system, consumers will only be able to access the database from next year.

For a start, the database will cover the top six selling marques in the country - Proton, Perodua, Honda, Nissan, Kia and Toyota - which make up 85% of the cars in Malaysia, added Kong.

To kick start the system, the Federation is in the process of carrying out a housekeeping exercise by grading the workshops.

Kong said workshops would be graded according to their manpower, methodology of repair, machinery and materials.

Workshops, he added, would be graded and evaluated according to specific necessary requirements under each category.

"The minimum requirement workshops have to achieve is silver. As they attain higher standards, they will be promoted to gold and eventually, platinum," he said, adding that the federation was now on a campaign to explain the system to members.