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## Colour-coded grading for automobile workshops

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**IPOH:** Workshop operators are coming out with a new system to ensure that customers will not be fleeced by unscrupulous workshops.

The Federation of Automobile Workshop Owners Association Malaysia has introduced a profiling system in which consumers will be able to know through the Internet the details and charges of workshop services.

Federation president Kong Wai Kwong said the online system would offer better transparency and prevent consumers from getting conned.

"For a start, the system will encompass about 500 PARS (PIAM Authorised Repairers Scheme)-approved workshops in the country. Eventually, it will cover all our 2,700 members nationwide," he said in an interview here.

While the federation has set Nov 30 for the system to be implemented, consumers

will only be able to access the database from next year.

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

The federation is also carrying out a housekeeping exercise by grading the workshops.

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

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

Likening the colour coding to the star rating for hotels, Kong said motorists would be able to decide which workshop to choose.