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New grading system for workshops under PIAM

Posted By [justynz](#) On October 9, 2010 @ 5:02 AM In [Nation](#) | [Comments Disabled](#)

KUALA LUMPUR: The Federation of Automobile Workshop Owners' Association of Malaysia (FAWOAM) will implement a new grading system for 500 workshops nationwide by January next year.

Under the new General Insurance Association of Malaysia (PIAM) authorised repairers scheme, the workshops will be classified in three tiers, comprising silver, gold and platinum, said FAWOAM president Kong Wai Kwong.

"Evaluation will be based on four categories, namely Man, Method, Machinery and Methodology, also known as the 4M method," he told reporters at a briefing here yesterday.

"The assessment criteria will detail a workshop's capabilities, equipment, manpower, skills and repair methods," he said.

Kong said the main objective in introducing the scheme was to develop the industry in general.

The scheme will involve two different stages where the first stage being self-evaluation which will be carried out by workshops themselves and the results are collated and logged into the system, he said.

The second stage will involve independent auditors' assessment of the workshop and the grade of the workshop will be set after both reports are collated and evaluated.

FAWOAM targets to make the system accessible not only to workshop owners and insurers but also to consumers and related government agencies like Road Transport Department, Puspakom, Royal Malaysian Police and Bank Negara Malaysia.

Kong also said consumers will soon be able to log onto the system, review for themselves the capabilities, equipment and skills of any particular workshop, make price comparisons between workshops and find the location of the workshop closest to them.

"FAWOAM believes that this form of self-evaluation and governance will help develop workshops, industry players and the industry as a whole," he said. — Bernama

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