



IAF SNR | SERVICE NETWORKS | FIRST EDITION

APPLICANT GUIDE

Preparing a credible service-network application, evidence and accurate scope.

PREPARED FOR IAF ADOPTION

Version 1.0 | 16 September 2026

Authorised Service Networks
Corporate Recognition | English master text

International Automotive Federation

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Document control

Item	Controlled value
Programme	IAF Service Network Recognition Programme (IAF SNR)
Document	Applicant Guide
Edition / version	First Edition Version 1.0
Prepared	16 September 2026
Status	Prepared for IAF adoption. Effective operation requires recorded adoption, validated pilots and an operational verification route.
Owner	International Automotive Federation
Master language	English
Public recognition wording	IAF Corporate Recognition - bounded to the approved legal entity, sites and activities.
Hierarchy	Standard including internal directives and normative annexes; adopted implementation notice within those rules; Status and Mark Rules; Audit and Service Operations Manuals; Applicant Guide; controlled forms.
Authority boundary	Corporate implementation assurance. Manufacturer service appointments, vehicle approvals and other IAF programme decisions remain distinct.
Control	Retain exact scope and criterion versions. Protect completed records, personal information and service evidence.

Purpose and use

Preparing a credible service-network application, evidence and accurate scope.

Shall denotes a requirement; should guidance; may permission. Examples are illustrative unless a normative provision expressly establishes a rule. No checklist score can compensate for failed safety, integrity, competence or an unsupported scope.

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G01 The programme and its promise

IAF SNR connects a service organisation's quality claim to original evidence, physical audit, an independent decision and continuing accountability. The outcome is IAF Corporate Recognition for precisely identified legal entities, service locations and activities. The scope schedule is part of the conclusion, not a marketing appendix.

The programme is designed for authorised service networks and can include truthfully described independent multi-brand services under an accountable network system. "Authorised" must identify who granted the underlying permission and what it covers. IAF recognition does not create a manufacturer appointment, brand licence or statutory operating permission.

This First Edition is prepared for IAF adoption. The documents do not establish that a live programme, registry or worldwide acceptance already exists. The launch gates require adoption, competence, pilots and tested verification. Applicants should use the suite to prepare evidence and controlled implementation before any public recognition claim.

G02 Define the network you can actually control

Begin with the legal entity that contracts with customers and the centre that enforces network quality. List owned outlets, franchisees, affiliated legal entities, mobile units, remote technical hubs and material outsourced activities separately. A network brand or shared booking site is not sufficient evidence of common operational control.

Use stable entity, site, service-family and scope-row IDs. State vehicle classes, technologies, technical responsibility, underlying authorisations, territories and exclusions. NET applies to the centre; select every operational profile that describes actual work. Domain triggers apply even when a service is outsourced or described using a different commercial name.

Keep proposed outlets and capabilities separate from active scope. Each new outlet or family must meet the initial six-month history, three actual jobs, internal audit, review and physical-assessment gates before extension. A mature centre cannot lend its operating history to an unproven branch.

G03 Build the requirement and evidence map

Adopt the SNR Standard through an authorised executive and record its edition. Identify each additional IAF quality text claimed as implemented, including its exact title, edition, approval status and scope. Complete a separate clause-level map; this programme does not automatically certify all other IAF requirements.

For each applicable requirement identify the process owner, actual practice, original evidence, effectiveness check and gap. A policy describes intention; a completed job demonstrates execution. Repeated complaints, failed calibration, denied warranty and corrective-action effectiveness are valuable evidence and should not be omitted.

Non-applicability means the requirement's inherent trigger does not exist in the bounded scope. Outsourcing, unavailable records, low volume or cost are not reasons for NA. Mark uncertain conclusions Pending and seek a reasoned applicability determination. IAF operator duties need separate operator assurance; the applicant cannot self-declare them fulfilled.

G04 Use real job histories

Provide at least six months of implemented operation and three actual completed jobs for each service family at each included operational site. Group families only where methods, competence and release controls are meaningfully common. Oil-service jobs do not establish collision, battery-internal or remote-programming capability.

Index each sampled job from customer authority and intake through diagnosis, estimate, approval, parts, execution, verification and handover. Include original failures and changes. Identify the complete population so assessors can select independently, including adverse and repeat cases; three jobs is a floor, not statistical proof of reliability.

Low-volume services may need more time to acquire adequate real evidence. Simulations, training vehicles and safely arranged demonstrations can show readiness or competence but do not replace the completed-job gate. A private readiness review gives feedback and does not authorise a public provisional recognition claim.

G05 Prepare people, outlets and technology

Check that every task has competent authorised personnel, current technical instructions, suitable equipment and clear release responsibility. Distinguish electrical awareness from battery-internal work, mechanical service from structural repair, and remote advice from physical verification. A training certificate alone does not demonstrate observed task competence.

Arrange independent checking for safety-critical work. Small outlets can use a competent independent person through a documented arrangement, but the check must be effective at the necessary stage. If hidden work is already closed and essential evidence is missing, a later general signature will not reconstruct it.

Confirm access to actual work, all relevant shifts and source records. Every included operational site and mobile unit is physically assessed; the edition does not permit a sample of outlets to stand for the entire network. This choice supports credible outlet-specific claims and requires realistic planning for large networks.

G06 Protect customers and their information

Use clear estimates and traceable consent before chargeable work and material changes. Distinguish the customer, owner, driver, fleet approver, insurer and payer. Explain diagnosis uncertainty, parts condition, outsourced work, timing and warranty implications. An insurer's payment decision does not automatically grant the required customer authorisation.

Record customer-declined work honestly and explain material risks with lawful safe alternatives. Do not claim that a disclaimer makes unsafe work acceptable or permits arbitrary detention of a vehicle. The applicable local duties and the actual repair state determine the proper disposition.

Use customer and vehicle data only for an identified lawful purpose. Prepare protected audit access and minimised extracts while retaining necessary original evidence. Keep technical records long enough for the programme's investigation needs, but separate unnecessary personal identifiers and respect binding local retention limits.

G07 Submit a coherent application

Complete the Corporate Recognition Application, Network Scope and Authorisation Schedule and Self-Assessment Dossier. Attach legal undertakings, current authorisation evidence, adopted editions, job populations, internal audit, management review and open-issue information. Sign through a person who can bind the named entities.

Use an evidence manifest with IDs, titles, versions, dates, owners and access locations. State restrictions and missing information rather than hiding them. Make sensitive source material available through a lawful protected review arrangement where copying is inappropriate. Lack of essential evidence can defer the affected scope.

The application is not a recognition statement. Do not use an active mark, announce a successful result or list pending outlets as covered. Keep submitted versions and later changes traceable so that the eventual decision refers to the actual reviewed scope and evidence.

G08 Understand the assessment and decision

IAF appoints a competent team of at least two assessors, screens conflicts and agrees an evidence-led plan. Initial and renewal effort starts with two central auditor-days plus the defined site minimums and risk additions. Physical observation, witnessing and independent interviews are integral; remote review is supplementary.

Assessors classify findings and explain the supporting facts. You normally have 15 calendar days to provide factual responses. Initial recognition requires every applicable requirement Met and all findings effectively closed. There is no compensating score and no conditional initial grant while essential evidence is missing.

A separate technical reviewer checks the case. Three uninvolved competent panel members then participate in the decision, with at least two reasoned affirmative votes and all gates satisfied for grant. The notice states entity, scope, limitations, dates and appeal route; assessors do not promise the outcome.

G09 Maintain an active recognition

Recognition lasts at most three years, with surveillance by months 12 and 24 and annual physical coverage of every operational site. The organisation must remain conforming between visits. Annual internal audits and management reviews support this duty and do not replace IAF surveillance.

An active isolated Minor may remain open for no more than 90 calendar days with essential assurance protected. Major findings require immediate containment and a 30-day closure target; unresolved cases trigger suspension review. Critical findings require immediate protective review. These rules do not permit an open finding at initial grant.

Report a serious incident to IAF within 48 hours of awareness, without delaying emergency action or an earlier applicable duty. Notify planned material changes before implementation and unplanned material changes within five calendar days. A new site, technology or authorisation boundary may require a separate extension decision.

G10 Use recognition accurately

Use the exact programme and status wording with a current verification route and the approved scope. A suitable statement identifies the legal entity and refers readers to the listed sites and services. Restriction, suspension, expiry and withdrawal require immediate review of signs, booking pages, invoices and advertising.

The corporate mark is subject to a recorded licence and approved artwork. Do not place it on a vehicle or part as a conformity seal, imply that IAF performed a repair, or use it to claim manufacturer appointment. On an invoice or service communication, the surrounding wording must make the corporate and scope boundary clear.

Check live status through the registry or the controlled manual fallback. A saved certificate image or cached page does not establish current status. If verification is unavailable, report that fact and obtain a current confirmation; do not silently display the old result as valid.

G11 Challenge fairly and recover effectively

Appeal a decision within 30 calendar days of notice, explaining the disputed facts or procedure and desired remedy. A different three-person panel reviews the appeal, targeting an outcome within 45 calendar days after complete evidence. Necessary protective action does not automatically pause during appeal.

Keep customer complaints and programme appeals distinct. The service organisation remains responsible for its commercial and technical remedies; IAF reviews programme conduct, scope claims and integrity within its remit. A complaint can also reveal a systemic failure requiring review beyond one outlet.

For restoration after suspension or restriction, provide actual corrective action, evidence of effectiveness and a coherent affected-job review. Active claims resume only after an independent decision with an effective date. The record retains the interruption; restoration is not backdated.

G12 Use the document suite efficiently

The Standard and its internal directives establish requirements. The Applicant Guide explains preparation; the Service Operations and Evidence Manual shows practical implementation; the Audit and Recognition Manual controls assessment. Status and Mark Rules govern public claims. The six form PDFs are controlled working records, not issued decisions.

The Assessment Checklist reproduces all 204 identified requirements with source-page references, outcome choices and evidence fields. The Service Job Dossier supports actual customer and technical records. The Governance Toolkit supports case decisions, monitoring and review. Complete additional attachments where necessary; concise fields do not limit the evidence required.

The English master texts use shall for requirements, should for guidance and may for permission. Preserve document and scope versions. When repeating a fillable page, use a separate named file or a system that renames form fields; otherwise duplicate field names can cause values to repeat unintentionally. Typed names need supporting signature or authenticated authority evidence.