

Corporate recognition assessment checklist

100 corporate controls | 10 service profiles | 8 technology domains | 8 internal directives

Use the exact Standard edition and approved applicability map. Record objective evidence, limitations and findings. This checklist does not itself grant recognition or certify an additional IAF text.

LEGAL ENTITY / SITES / FAMILY SCOPE / CASE ID

ASSESSMENT TYPE, PROFILES/DOMAINS AND SCOPE SCHEDULE VERSION

AUDITORS, TECHNICAL COMPETENCE, CONFLICTS AND DATES

IAF CONSTITUTION, SNR EDITION AND ADDITIONAL CLAIMED IAF TEXT MAPS

ORIGINAL EVIDENCE, CASE POPULATIONS AND PHYSICAL SITE/SHIFT COVERAGE

SEPARATE IAF OPERATOR ASSURANCE AND APPROVED APPLICABILITY RECORD

Decision rules, scope and evidence

Results

Met = supported fulfilment. Minor = isolated lapse. Major = systemic/consequential failure. Critical = serious harm or severe integrity loss. Pending = unresolved evidence. NA = inherent non-applicability accepted with reasons; missing resources or evidence is not NA.

Initial recognition

Six months of actual operation, internal audit, management review and three completed cases per family/site are mandatory. Every applicable requirement must be Met and every finding effectively closed before independent grant. No conditional initial recognition or compensating score.

Active recognition

An isolated Minor may remain open at most 90 calendar days only with protected safety, validity and integrity. Major: immediate containment, 30-day closure target and suspension review if unresolved. Critical: immediate protective-suspension review.

Physical and technical coverage

Initial/renewal audit each included operational site; physical surveillance of every operational site annually. Witness critical process families and release routes. Observe at least two shifts if multiple shifts operate. Review three or more actual cases per family/site, expanding for risk.

Independent decision

Three uninvolved competent panel members participate; at least two affirmative reasoned votes are required and all initial gates remain mandatory. Recognition term is at most three years, with surveillance by months 12 and 24; no automatic extension.

Fair response and urgent duty

Allow 15 calendar days for factual response and 30 days for an appeal after decision notice. Serious incidents require IAF notice within 48 hours of awareness. Protect safety and evidence immediately; response or appeal does not suspend necessary protection.

Requirement map and applicability record

ENTITY / SCOPE / CASE REFERENCE

Corporate baseline SNR-01 to SNR-25 | 100 requirements

Service profiles NET to LVM | 40 requirements

Technology domains T01 to T08 | 32 requirements

Internal directives IR01 to IR08 | 32 requirements

The organization demonstrates its duties; IAF operator duties require independent programme-assurance evidence. Additional IAF claims need complete separate clause maps and any required separate programme decision.

SELECTED PROFILES/DOMAINS, ACTUAL RESPONSIBILITIES AND EXCLUDED SCOPE

ACCEPTED NA BY REQUIREMENT, EXACT REASON, EVIDENCE AND REVIEWER

IAF OPERATOR ASSURANCE AND ADDITIONAL IAF TEXT EVALUATION REFERENCES

Requirement assessment | SNR-01.01 to SNR-01.03

ENTITY / SCOPE / CASE REFERENCE

SNR-01.01 | ESSENTIAL GATE

Standard p. 7

Accountable legal entities

The applicant shall identify its legal entity, ownership, operating permissions, accountable executive and authority to bind each included entity. A network brand alone is insufficient. Separately owned outlets shall sign enforceable participation undertakings establishing access, corrective action, customer remedy and claim-control responsibilities.

Evidence: Legal registrations, ownership map and signed entity undertakings.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-01.02 | ESSENTIAL GATE

Standard p. 8

Actual service scope

Define included centres, outlets, mobile units, remote hubs, service families, vehicle classes, technologies, territories and exclusions through stable scope-row IDs. Identify who contracts with the customer and who performs and releases work. Proposed capability shall remain visibly separate from demonstrated capability.

Evidence: Controlled entity/site/service schedule and responsibility map.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-01.03 | ESSENTIAL GATE

Standard p. 8

Authentic service authorisation

Verify each claimed manufacturer, brand-owner or network-authorisation relationship against its actual issuer, activities, location, territory, validity and restrictions. IAF Corporate Recognition shall not be described as creating that relationship. Independent multi-brand activity may be included only with truthful description and lawful technical access.

Evidence: Verified authorisation instruments, issuer confirmation and expiry controls.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-01.04 to SNR-02.02

ENTITY / SCOPE / CASE REFERENCE

SNR-01.04

Standard p. 8

Local duties and access

Identify operating, consumer, employment, safety, environmental and privacy obligations for each service location. Resolve conflicts through competent review. Provide lawful access, original records and competent language support for assessment. If essential access remains unavailable, the affected scope shall not be granted or continued.

Evidence: Location obligation register, access plan and competent advice records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-02.01 | ESSENTIAL GATE

Standard p. 8

Central control authority

The network centre shall have demonstrable authority to require operating controls, review outlet records, investigate complaints, stop unsafe network claims and demand corrective action. Contracts shall specify enforcement and exit. A marketing association without effective operational oversight shall not claim recognition of an entire service network.

Evidence: Participation contracts, enforcement examples and centre control map.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-02.02

Standard p. 8

Outlet inclusion and exit

Evaluate each proposed outlet before inclusion and maintain its exact services, personnel, tools and authorisations. Notify IAF before material inclusion or scope change. Remove departed or suspended outlets from active listings promptly; preserve responsibility for unfinished work, records, warranties and customer complaints.

Evidence: Outlet admission reviews, status history and exit handover records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-02.03 to SNR-03.01

ENTITY / SCOPE / CASE REFERENCE

SNR-02.03 | ESSENTIAL GATE

Standard p. 8

Franchise and contractor duties

Allocate duties among franchisor, franchisee, dealer, subcontractor and customer-facing seller. Central policy shall be verified in actual local execution. Neither ownership separation nor outsourcing shall excuse an unclosed safety issue or an unsupported recognition claim; an unnamed contractor does not inherit recognition.

Evidence: Contract interface map, local evidence and remedy allocation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-02.04

Standard p. 8

Network consistency

Maintain a controlled common quality system while documenting legitimate local differences. Monitor outlet-level results as well as totals, act on repeated or hidden failures and share verified lessons. Central averages shall not conceal a weak outlet or justify lowering essential requirements in any region.

Evidence: Outlet scorecards, local deviations and network improvement decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-03.01 | ESSENTIAL GATE

Standard p. 9

Adopted quality basis

An authorised executive shall adopt this Standard and identify every additional IAF text claimed as implemented by title, edition, approval status and scope. Keep current controlled copies available. Membership, training, a draft text or an implementation plan shall not be presented as completed recognition or separate product approval.

Evidence: Adoption decision, accepted editions and controlled text register.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-03.02 to SNR-03.04

ENTITY / SCOPE / CASE REFERENCE

SNR-03.02

Standard p. 9

Requirement evidence map

Map every applicable requirement to its owner, practice, original evidence and result, including additional claimed IAF texts. Justify non-applicability by the actual scope and inherent trigger. Cost, lack of evidence or outsourced work shall not establish non-applicability. Resolve disputed boundaries before decision.

Evidence: Complete clause matrix, evidence index and reviewed exclusions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-03.03 | ESSENTIAL GATE

Standard p. 9

Demonstrated operation

Initial recognition and extension to a new outlet or service family require at least six months of implemented operation, one completed internal audit and one management review covering that scope. Present at least three completed real jobs per service family and operational site. Simulations may supplement, but shall not replace, actual jobs.

Evidence: Dated history, audit/review records and three job traces per family/site.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-03.04

Standard p. 9

Evidence authenticity

Preserve original source records, authors, timestamps, corrections and material adverse results. Distinguish measured facts, technician judgment, customer reports and automated suggestions. Do not fabricate jobs, backdate approvals or suppress repeat repairs. Protect evidence access without changing its technical meaning or hiding a relevant failure.

Evidence: Original job records, access logs and controlled correction history.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-04.01 to SNR-04.03

ENTITY / SCOPE / CASE REFERENCE

SNR-04.01

Standard p. 9

Executive accountability

Assign accountable leaders for service quality, safety, customer outcomes, data protection and network claims. Provide sufficient resources and measurable objectives. Review material incidents and control failures. Delegation shall state reserved decisions and deputies; commercial incentives shall not override competent repair, customer consent or release criteria.

Evidence: Leadership mandates, objectives, resources and management decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-04.02 | ESSENTIAL GATE

Standard p. 9

Stop-work authority

Give competent personnel authority to pause unsafe work, prevent unsupported release and escalate without retaliation. Protect this authority from sales or productivity pressure. A person responsible for a material failure shall not alone approve its closure or the affected vehicle's technical release.

Evidence: Stop-work records, escalation routes and independent closure approvals.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-04.03

Standard p. 10

Integrity and conflicts

Control gifts, referral incentives, insurer influence, sales commissions, purchasing conflicts and improper payments. Prohibit fabricated defects, unnecessary work and manipulated warranty claims. Investigate whether performance incentives encourage excessive replacement, concealed damage or reduced testing; record corrective action and oversight.

Evidence: Conflict disclosures, incentive reviews and integrity investigations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-04.04 to SNR-05.02

ENTITY / SCOPE / CASE REFERENCE

SNR-04.04

Standard p. 10

Protected reporting

Provide accessible reporting routes for staff, contractors and customers, including confidential escalation beyond the local outlet. Protect good-faith reporters and restrict identity access. Investigate impartially, retain findings and act on retaliation. Anonymous information shall be assessed on its credibility and available evidence.

Evidence: Reporting policy, restricted case records and remedy follow-up.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-05.01 | ESSENTIAL GATE

Standard p. 10

Task-specific competence

Define competence for each diagnostic, mechanical, electrical, software, structural, recovery and release task. Assess observed performance using representative conditions before authorisation. Training attendance alone is insufficient. Record limits by vehicle technology, procedure and tool; reassess after change, prolonged absence or significant error.

Evidence: Task matrix, practical assessments and bounded authorisations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-05.02

Standard p. 10

Supervision and workload

Plan staffing, supervision, breaks and appointment capacity around job risk and actual skill availability. Trainees shall work within stated supervision limits. Control fatigue, lone work and shift handover. A qualified person listed on a roster shall not establish competence for work performed without that person's required oversight.

Evidence: Staffing plans, supervision records and shift handovers.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-05.03 to SNR-06.01

ENTITY / SCOPE / CASE REFERENCE

SNR-05.03

Standard p. 10

Knowledge and technical access

Provide lawful, current technical information in a language understood by the worker. Verify vehicle and configuration applicability before use. Resolve missing or conflicting repair instructions through a competent technical authority; do not improvise a safety-critical repair on the basis of an unverified online summary.

Evidence: Technical subscriptions, version checks and escalation records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-05.04

Standard p. 10

Independent release capability

Provide competent release personnel and deputies appropriate to the service risk. Safety-critical work requires an independent verification of the affected critical steps by an authorised person who did not perform those steps. A small outlet shall arrange suitable independent support or restrict its scope.

Evidence: Release matrix, independent checks and deputy arrangements.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-06.01

Standard p. 11

Workshop suitability

Assess work bays, vehicle lifting, access, ventilation, lighting, cleanliness, hazardous storage and emergency routes for the proposed services. Separate incompatible work. Control customers and visitors near active jobs. Changes to workshop layout or new technology shall trigger a documented suitability review before use.

Evidence: Facility risk assessment, layout and readiness reviews.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-06.02 to SNR-06.04

ENTITY / SCOPE / CASE REFERENCE

SNR-06.02 | ESSENTIAL GATE

Standard p. 11

Equipment integrity

Identify and maintain lifts, support equipment, diagnostic devices, torque tools and test equipment. Verify capacity, condition, configuration and inspection status before critical use. Remove unfit equipment from service and assess jobs affected since its last known acceptable condition; a maintenance label alone shall not prove fitness.

Evidence: Equipment register, checks, defect isolation and impact review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-06.03

Standard p. 11

Measurement fitness

Set acceptance criteria for measurements, equipment accuracy and calibration or verification intervals according to the task. Preserve traceable results and uncertainty where material to the decision. Borderline or unreliable measurements shall trigger a controlled review, not automatic acceptance through rounding or repeated testing until favourable.

Evidence: Measurement control plan, verification results and borderline decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-06.04 | ESSENTIAL GATE

Standard p. 11

Hazard and emergency control

Control stored energy, vehicle movement, chemicals, pressure, hot work and hazardous waste using competent task-specific methods. Plan emergency response for foreseeable events and test readiness safely. This programme shall not substitute universal isolation times, voltages, torque settings or repair limits for verified vehicle-specific instructions.

Evidence: Task risk assessments, permits and emergency exercise evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-07.01 to SNR-07.03

ENTITY / SCOPE / CASE REFERENCE

SNR-07.01

Standard p. 11

Accurate service offer

Publish services, opening arrangements, pricing basis, limitations and authorisation claims accurately. Confirm the outlet has capability before accepting a booking. Explain diagnostic charges, storage, collection and outsourced work where relevant. Do not advertise planned equipment or future authorisation as available operational capability.

Evidence: Published offers, booking controls and capability confirmation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-07.02 | ESSENTIAL GATE

Standard p. 11

Customer authority and intake

Verify the person authorised to request work and distinguish owner, driver, fleet manager, insurer and payer. Record vehicle identity, reported concern, mileage where available, visible damage and agreed scope. Protect keys, access tokens and property; capture only personal information necessary for the service.

Evidence: Intake record, customer authority and condition photographs where justified.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-07.03

Standard p. 12

Custody and movement

Record transfers, key access, storage location, authorised drivers and off-site movements. Obtain permission for necessary test drives or transport and explain relevant restrictions. Protect vehicle data and possessions. Investigate custody damage promptly and communicate honestly rather than altering the intake condition record.

Evidence: Movement/key logs, transport consent and damage investigations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-07.04 to SNR-08.02

ENTITY / SCOPE / CASE REFERENCE

SNR-07.04

Standard p. 12

Priority and triage

Triage potential safety hazards, immobilised vehicles, accessibility needs and time-critical commercial use. Explain realistic response and completion expectations. Booking priority or customer influence shall not permit hazardous vehicles to bypass controls. Refer work beyond competence to an appropriately controlled provider with customer approval.

Evidence: Triage criteria, referrals and revised completion communications.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-08.01

Standard p. 12

Evidence-based diagnosis

Translate the customer's concern into a testable diagnostic plan. Preserve initial symptoms, relevant fault data, observations and test conditions. Distinguish confirmed cause from a hypothesis. Obtain approval for staged investigation where the cause remains uncertain; replacing parts without a reasoned basis shall not be treated as successful diagnosis.

Evidence: Diagnostic plan, initial data and cause rationale.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-08.02

Standard p. 12

Clear estimate and options

Explain proposed work, parts condition and source class, labour basis, taxes where applicable, diagnostic limits, timing and warranty implications. Distinguish necessary work from optional improvements. Record customer choices in an accessible form and avoid unsupported claims that all recommended work is mandatory.

Evidence: Versioned estimate, alternatives and customer communication.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-08.03 to SNR-09.01

ENTITY / SCOPE / CASE REFERENCE

SNR-08.03 | ESSENTIAL GATE

Standard p. 12

Authorisation before work

Obtain traceable approval for the agreed scope and price basis before chargeable work or material expansion. Identify the approver, timestamp, channel and limits. An insurer's approval shall not automatically replace the customer's required consent. Unexpected findings require a revised estimate and decision; silence is not blanket permission.

Evidence: Original approvals, estimate versions and change consent.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-08.04

Standard p. 12

Declined safety work

Explain a material safety concern and the consequences of declined work using evidence and understandable language. Offer lawful safe alternatives such as recovery or referral. Apply local release and custody duties; a signed disclaimer shall not make unsafe work acceptable or create a general right to detain a customer's vehicle.

Evidence: Decline record, risk communication and lawful disposition decision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-09.01 | ESSENTIAL GATE

Standard p. 13

Vehicle-specific work plan

Confirm vehicle identity, configuration, repair instructions and revision before work. Set critical steps, checks, tools, parts, competence and hold points. Resolve conflicts with approved modifications or previous repairs. A generic checklist shall support, rather than replace, the applicable technical method and its acceptance criteria.

Evidence: Job plan, technical method version and critical-step list.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-09.02 to SNR-09.04

ENTITY / SCOPE / CASE REFERENCE

SNR-09.02

Standard p. 13

Controlled task execution

Record who performs each material operation and when. Control consumables, tool settings, configuration and interruptions. Use required hold points before concealed or irreversible work proceeds. Preserve unexpected findings and stop when actual conditions differ materially from the planned method; obtain a competent revised disposition.

Evidence: Task records, hold-point approvals and deviations.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL****SNR-09.03**

Standard p. 13

Safe process changes

Evaluate changes to method, part, software, subcontractor or work location before execution. Obtain customer and technical approvals where required. Confirm whether the change affects estimates, warranty, compatibility or post-repair validation. Emergency response shall preserve essential controls and record the reason for any deferred noncritical step.

Evidence: Change assessment, revised consent and validation plan.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL****SNR-09.04**

Standard p. 13

Handover between workers

Provide a structured handover of vehicle state, isolated systems, unfinished tasks, temporary protections, removed parts and release holds. The receiving worker shall confirm understanding before proceeding. A shift change, remote session or move to another bay shall not erase task responsibility or evidence of completed checks.

Evidence: Signed handover, state tags and outstanding-task register.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL**

Requirement assessment | SNR-10.01 to SNR-10.03

ENTITY / SCOPE / CASE REFERENCE

SNR-10.01 | ESSENTIAL GATE

Standard p. 13

Part identity and suitability

Verify the part, revision, condition, source and compatibility with the actual vehicle and repair method before installation. Distinguish new, remanufactured, reused and customer-supplied parts. Claims of genuine or authorised supply require supporting evidence. Reject suspect counterfeit or unproven safety-critical substitutions.

Evidence: Receipt checks, part lineage and fitment/compatibility evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-10.02

Standard p. 13

Storage and traceability

Control shelf life, packaging, contamination, environmental conditions and segregation of rejected or returned items. Record critical serial or batch identity against the job. Maintain a route to identify other affected jobs if a part or consumable is later found defective; do not reuse single-use items contrary to the applicable method.

Evidence: Inventory controls, job-to-part records and reverse tracing exercise.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-10.03

Standard p. 14

Provider qualification

Approve external repair, calibration, transport and specialist providers for actual capability and defined tasks. Communicate specifications, evidence, customer consent and incident duties. Verify received output before release. Outsourcing shall not remove the customer-facing entity's responsibility to resolve service defects within its obligations.

Evidence: Provider evaluations, work orders and received-output review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-10.04 to SNR-11.02

ENTITY / SCOPE / CASE REFERENCE

SNR-10.04

Standard p. 14

Customer and warranty returns

Document removed-part ownership, customer requests, warranty return obligations and hazardous handling restrictions. Preserve failure evidence and chain of custody. Explain lawful reasons where a part cannot be returned to the customer. Prevent rejected items from re-entering usable stock without controlled technical disposition.

Evidence: Return authorisations, custody records and disposition evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-11.01 | ESSENTIAL GATE

Standard p. 14

Defined release criteria

Set job-specific acceptance criteria before release, including restoration of disturbed systems, required diagnostics, measurements and safety checks. Verify actual completion and configuration. A cleared warning lamp, successful scan or customer signature alone shall not establish the quality of the entire repair.

Evidence: Release checklist, objective results and configuration record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-11.02 | ESSENTIAL GATE

Standard p. 14

Independent critical verification

Independently verify safety-critical steps and unresolved anomalies before authorising technical release. Record the checker's identity, competence, method and outcome. Where essential evidence is missing, retain a release hold and arrange lawful safe disposition; a manager's commercial concession shall not override an unmet safety criterion.

Evidence: Independent verification record, holds and authorised disposition.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-11.03 to SNR-12.01

ENTITY / SCOPE / CASE REFERENCE

SNR-11.03

Standard p. 14

Test-drive and functional checks

Plan appropriate functional validation and, where necessary, a lawful test drive with a competent authorised driver, suitable route and clear limits. Establish readiness before movement and record results. Where conditions prevent a required test, disclose the limitation and defer the affected release rather than claim a completed validation.

Evidence: Test plan, driver authority, conditions and results.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-11.04

Standard p. 14

Customer handover

Explain completed work, invoice details, warranty terms, remaining concerns and any required follow-up in an accessible form. Supply relevant service records without unnecessary exposure of personal data. Distinguish the repair release from a statutory roadworthiness decision or a guarantee that unrelated vehicle systems are fault-free.

Evidence: Handover record, invoice and customer information.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-12.01

Standard p. 15

Accessible complaint route

Provide clear outlet and central network complaint contacts, including alternatives for customers with language or accessibility barriers. Record receipt, issue, requested remedy and agreed response timing. Do not condition a fair investigation on withdrawal of public criticism or surrender of applicable customer rights.

Evidence: Complaint register, response commitments and access arrangements.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-12.02 to SNR-12.04

ENTITY / SCOPE / CASE REFERENCE

SNR-12.02

Standard p. 15

Repeat repair investigation

Identify repeat visits for the same or related concern, including visits to another network outlet. Link original jobs, diagnostic findings and parts. Investigate cause and possible wider impact without automatically blaming the customer. Do not reset job identifiers to remove repeats from performance reporting.

Evidence: Linked-job analysis, investigation and cross-outlet alerts.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-12.03

Standard p. 15

Fair warranty decisions

State warranty scope, duration, exclusions and claim route clearly. Decide claims using evidence and applicable obligations; distinguish contractual coverage from technical causation. Explain refusal reasons and review routes. A recognition mark shall not imply that IAF funds repairs or guarantees every warranty obligation.

Evidence: Warranty terms, case evidence and reasoned decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-12.04

Standard p. 15

Verified remedy

Assign a responsible owner for repair, refund, replacement or other appropriate remedy and verify completion with evidence. Escalate overdue or disputed safety-related cases to the centre. Closing a complaint in the software shall not prove the customer received the remedy or the underlying technical problem was corrected.

Evidence: Remedy tracking, completion checks and effectiveness review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-13.01 to SNR-13.03

ENTITY / SCOPE / CASE REFERENCE

SNR-13.01 | ESSENTIAL GATE

Standard p. 15

Immediate protection

When serious harm or a credible safety-critical service failure is suspected, protect people, stop affected work or release, preserve evidence and identify the potentially affected jobs. Escalate without waiting for root cause. Notify customers and competent parties promptly as required by risk and applicable obligations.

Evidence: Incident chronology, containment and notification records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-13.02 | ESSENTIAL GATE

Standard p. 15

IAF notification

Notify IAF within 48 hours of awareness of a serious incident, suspected deliberate falsification or material loss of control affecting recognised scope. Give known facts, uncertainty, affected scope and immediate measures; update as evidence develops. This reporting clock shall not delay emergency action or any earlier external duty.

Evidence: Awareness timestamp, initial notice and subsequent updates.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-13.03

Standard p. 15

Population and corrective campaign

Trace potentially affected vehicles, parts, technicians, tools, software and job dates. Justify the population boundary and uncertainty. Plan outreach, remedy, non-response escalation and completion checks. A low complaint count or lack of returned vehicles shall not alone demonstrate that an unsafe service population is resolved.

Evidence: Affected-job register, outreach and verified completion data.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-13.04 to SNR-14.02

ENTITY / SCOPE / CASE REFERENCE

SNR-13.04

Standard p. 16

Restart and learning

Approve restart only after competent review confirms effective controls, adequate resources and a verified technical remedy. Independently validate critical corrective actions and examine other outlets using the same method. Preserve adverse findings and incorporate lessons into training, instructions, risk assessments and network governance.

Evidence: Restart authorisation, effectiveness checks and shared lessons.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-14.01 | ESSENTIAL GATE

Standard p. 16

Lawful access and purpose

Identify the purpose, authority and minimum data needed for diagnostics, remote access, telematics or security-related services. Verify customer or lawful representative authority separately from technical access credentials. Restrict location, contact, image and driving data; explain necessary transfers and do not repurpose service data for unrelated marketing without a valid basis.

Evidence: Access authorisation, data map and purpose records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-14.02

Standard p. 16

Access security

Use individual identities, bounded privileges and protected authentication for workshop and vehicle systems. Revoke departed users promptly, control remote providers and log sensitive actions. Prohibit credential sharing and unauthorised security bypass. Verify customer authority before keys, immobilisers or protected vehicle functions are changed.

Evidence: Access reviews, sensitive-operation logs and revocation tests.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-14.03 to SNR-15.01

ENTITY / SCOPE / CASE REFERENCE

SNR-14.03 | ESSENTIAL GATE

Standard p. 16

Software integrity

Obtain authorised software from controlled sources, verify applicability and integrity, and record before/after versions and the actual outcome. Plan power, connectivity, interruption and recovery controls. Preserve licence and feature entitlements. A downloaded update or a completed server job shall not prove successful installation in the vehicle.

Evidence: Software provenance, installation logs and vehicle confirmation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-14.04

Standard p. 16

Retention and secure recovery

Keep proportionate technical records sufficient to investigate service quality and safety for at least ten years after job closure, subject to binding retention limits. Separate or pseudonymise personal identifiers when no longer needed; do not retain unnecessary raw personal data for that period. Test protected backups, restoration, lawful disposal and incident response.

Evidence: Retention schedule, de-identification, restore test and deletion evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-15.01

Standard p. 16

Truthful commercial claims

Substantiate claims about service quality, authorisation, parts origin, technical capability, price and environmental benefit. Clearly distinguish diagnostic findings from sales recommendations. Remove unsupported or expired claims across local and central channels. Staff shall not imply that recognition guarantees a transaction or every vehicle's condition.

Evidence: Claims register, evidence and controlled marketing approvals.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-15.02 to SNR-15.04

ENTITY / SCOPE / CASE REFERENCE

SNR-15.02

Standard p. 17

Contract and invoice integrity

Identify the contracting entity, agreed work, price basis, parts and material changes on the customer record. Prevent duplicate billing, fictitious work, manipulated labour entries and unauthorised payment changes. Correct errors transparently, preserve the original trail and investigate whether the issue affects other customers.

Evidence: Contract/invoice reconciliation and correction history.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-15.03

Standard p. 17

Customer property and fraud

Protect vehicles, keys, deposits, documents and digital entitlements. Verify unusual collection, ownership or payment instructions proportionately to risk. Maintain controls for impersonation, theft and diversion without unnecessary personal-data collection. Investigate suspected internal misconduct through an impartial route.

Evidence: Custody, collection authority and fraud investigation records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-15.04

Standard p. 17

Accessible fair treatment

Provide reasonable service communication and complaint arrangements for disability, language and digital-access needs. Explain unavoidable limitations before commitment. Avoid discriminatory allocation or coercive upselling. Monitor whether automated booking or customer scoring creates unjustified barriers and provide a competent human review route.

Evidence: Accessibility arrangements, staff preparation and exception review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-16.01 to SNR-16.03

ENTITY / SCOPE / CASE REFERENCE

SNR-16.01

Standard p. 17

Waste and hazardous materials

Identify, segregate, contain and transfer waste fluids, batteries, refrigerants, tyres and hazardous residues using lawful competent routes. Preserve transfer evidence and emergency arrangements. A disposal invoice alone shall not establish that the actual waste reached an appropriate destination; investigate missing or inconsistent records.

Evidence: Waste inventory, transfer trail and provider checks.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-16.02

Standard p. 17

Resource and emissions control

Measure material resource use and relevant emissions with defined boundaries and reliable data. Prioritise prevention, leak control, efficient scheduling and reduced rework. Avoid false savings claims based solely on purchase figures or shifted burdens. Review improvements alongside safety, service quality and customer outcomes.

Evidence: Resource baseline, boundary definitions and verified actions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-16.03

Standard p. 17

Circular service decisions

Assess repair, reuse, remanufactured parts and recycling for actual safety, compatibility and customer agreement. Preserve traceability and applicable method restrictions. Sustainability preference shall not permit unsupported repair of a prohibited critical component or conceal the condition and warranty basis of a replacement.

Evidence: Technical suitability, customer disclosure and disposition rationale.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-16.04 to SNR-17.02

ENTITY / SCOPE / CASE REFERENCE

SNR-16.04

Standard p. 17

Worker and community protection

Control exposure, noise, spills, fire risk and nuisance from workshop activities and mobile work. Assess vulnerable workers and nearby occupants. Respond to credible community complaints and verify corrective actions. Environmental and occupational reporting shall retain adverse events rather than count only successful inspections.

Evidence: Exposure/risk reviews, event records and corrective action.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-17.01

Standard p. 18

Capacity commitments

Plan demand against bays, competent staff, equipment, diagnostic access, critical parts and specialist support. Include rework, interruptions and realistic utilisation. Communicate delays and revised choices promptly. Do not accept urgent safety work under a completion promise that requires bypassing essential checks.

Evidence: Capacity plan, booking limits and delay notifications.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-17.02

Standard p. 18

Continuity priorities

Identify critical dependencies and acceptable recovery objectives for customer records, key custody, vehicles in progress, remote access and customer contact. Maintain alternatives and responsibilities for outage, supplier loss, extreme weather or workforce shortage. Protect vehicle state and incomplete work during interruption.

Evidence: Continuity plan, dependency map and recovery priorities.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-17.03 to SNR-18.01

ENTITY / SCOPE / CASE REFERENCE

SNR-17.03

Standard p. 18

Tested recovery

Exercise relevant scenarios safely, including loss of job systems or technical-information access. Reconcile temporary records and vehicle state before normal operation resumes. Record recovery time, failures and corrective action. A backup-success message shall not establish that a usable and accurate job record can be restored.

Evidence: Exercise evidence, restored records and reconciliation approval.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-17.04

Standard p. 18

Orderly closure and transfer

Plan outlet closure, ownership change and network exit to protect customers, open complaints, warranty duties and controlled records. Identify the receiving responsible entity where obligations transfer lawfully. Explain service alternatives and remove misleading recognition claims; closed outlets shall not remain listed as active.

Evidence: Closure/transfer plan, customer notices and registry changes.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-18.01

Standard p. 18

Meaningful indicators

Monitor first-time repair, repeat visits, customer complaints, release escapes, warranty outcomes, on-time completion and relevant safety events. Define denominator, period, attribution window and exclusions for each indicator. Report outlet and service-family variation; a favourable network average shall not conceal a failed critical control.

Evidence: Indicator definitions, source reconciliation and outlet trends.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-18.02 to SNR-18.04

ENTITY / SCOPE / CASE REFERENCE

SNR-18.02

Standard p. 18

Independent internal audit

Complete a risk-based internal audit programme covering all included outlets and applicable requirements at least annually. Use competent persons independent of the work audited where practicable, with safeguards for small teams. Review actual jobs, adverse cases and local practice; headquarters paperwork alone is insufficient.

Evidence: Annual coverage plan, job samples and audit findings.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-18.03

Standard p. 19

Corrective-action effectiveness

Contain nonconformity, determine cause, assess prior jobs and implement corrective action with owners and deadlines. Verify effectiveness independently for material failures. Training alone shall not close a problem caused by unsuitable tools, workload or missing technical authority. Repeated failures shall trigger network-level review.

Evidence: Root-cause analysis, action evidence and effectiveness results.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-18.04

Standard p. 19

Management review

Review the whole recognised scope at least annually and after a material loss of control. Consider customer outcomes, risk, audits, incidents, technology, resources and claim accuracy. Record decisions, accountable owners and follow-up. Approval of a dashboard without challenge shall not constitute effective management review.

Evidence: Review inputs, decisions and verified follow-up.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-19.01 to SNR-19.03

ENTITY / SCOPE / CASE REFERENCE

SNR-19.01

Standard p. 19

Job dossier completeness

Maintain a unique job identity linking vehicle, responsible entity, intake, consent, diagnosis, parts, operations, tests, release and handover. Preserve amendments and signatures or authenticated approvals. Separately identify subcontracted work and unresolved matters. Records shall enable reconstruction without depending solely on one employee's memory.

Evidence: Complete job dossier and original linked records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-19.02

Standard p. 19

Configuration and timing

Record actual vehicle/configuration identity and relevant before/after software, component or calibration state. Use reliable timestamps with time-zone context for distributed activity. Explain any offline capture and later synchronisation. Preserve actual sequence; system-entry time shall not be falsely represented as work completion time.

Evidence: Configuration baseline, event chronology and synchronisation controls.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-19.03

Standard p. 19

Confidential evidence access

Use controlled access and minimised extracts for auditors, technical reviewers and external providers. Keep originals available where necessary, protect commercially sensitive material and customer identity, and document lawful transfer restrictions. If a protected review cannot establish essential facts, the affected conclusion remains unsupported.

Evidence: Access log, redaction rules and protected-review record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-19.04 to SNR-20.02

ENTITY / SCOPE / CASE REFERENCE

SNR-19.04

Standard p. 19

Record correction and ownership

Assign owners for retention, authorised correction, retrieval and destruction. Keep the original value or immutable change trail where materially relevant. Establish record access after staff departure, software migration or outlet exit. Deleting unfavourable diagnostic results or replacing an original consent record is prohibited.

Evidence: Record-control procedure, migration validation and correction audit trail.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-20.01

Standard p. 20

Location readiness

For mobile or customer-site work, assess the actual location, traffic exposure, weather, lighting, ground condition, communication and emergency access before proceeding. Confirm the task falls within the unit's approved capability. Stop or relocate when conditions cannot support the required technical and safety controls.

Evidence: Job-location assessment, mobile capability and stop decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-20.02

Standard p. 20

Remote service control

Identify the vehicle, authorised customer, remote technician and local responsible person where required. Confirm safe vehicle state, session scope, security and recovery arrangements before action. Maintain a live escalation route. A remote specialist shall not claim physical checks were performed without reliable local evidence.

Evidence: Remote-session record, state confirmation and local verification.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-20.03 to SNR-21.01

ENTITY / SCOPE / CASE REFERENCE

SNR-20.03

Standard p. 20

Transport and recovery handover

Define recovery and transport responsibilities, method suitability, vehicle state and known hazards. Pass essential information to the receiving party and verify acceptance. Track transfers and new damage. A recovered vehicle arriving at an outlet shall not be considered technically safe solely because it was successfully transported.

Evidence: Recovery plan, condition record and custody handover.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-20.04

Standard p. 20

Distributed verification

Retain actual evidence from mobile units, remote hubs and subcontracted locations in the network dossier. Central instructions shall not substitute for verification of their execution. Do not close a job merely because a remote ticket is complete; confirm the vehicle outcome and responsible local release where applicable.

Evidence: Session/job linkage, outcome confirmation and release authority.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-21.01 | ESSENTIAL GATE

Standard p. 20

Controlled innovation

Separate experiments, demonstrations and future capability from active recognised services. Establish intended use, hazard review, competent supervision and clear limits before pilot work. No customer vehicle shall become an undisclosed experiment. Extend scope only after actual operating evidence and the applicable recognition gates are met.

Evidence: Pilot protocol, customer disclosure and scope-extension evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-21.02 to SNR-21.04

ENTITY / SCOPE / CASE REFERENCE

SNR-21.02

Standard p. 20

Human oversight of automation

Define the role and limits of automated diagnosis, scheduling, inspection and decision support. Validate against representative and adverse cases, monitor drift and retain human escalation. An algorithm's confidence score shall not replace required technical evidence, customer consent or accountable release authorisation.

Evidence: Validation cases, override records and performance monitoring.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL**SNR-21.03**

Standard p. 21

Serviceability and support horizon

Track technology obsolescence, unavailable parts, ended software support and lost diagnostic access. Explain material service limitations and safe alternatives to customers. Do not promise continued capability without resources or data rights. Review the effect of support termination on recognised scope and outstanding remedies.

Evidence: Support register, obsolescence plans and customer communications.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL**SNR-21.04**

Standard p. 21

Connected and autonomous fleets

Define responsibility for vehicle state, remote operation, dispatch, charging and post-service activation where relevant. Validate the exact serviced configuration and affected functions before returning it to its declared operating context. Corporate recognition shall not imply approval of unrestricted automated driving or of an entire fleet deployment.

Evidence: Configuration, dispatch interface and bounded return-to-service evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-22.01 to SNR-22.03

ENTITY / SCOPE / CASE REFERENCE

SNR-22.01

Standard p. 21

Complete application

Submit legal undertakings, adopted editions, scope rows, authorisations, self-assessment and original evidence index. Disclose adverse facts, past restrictions and unresolved limitations material to the requested scope. Accept the identified IAF Constitution and programme rules through an authorised representative; a signature without authority is insufficient.

Evidence: Signed application, attachments and accepted version record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-22.02 | ESSENTIAL GATE

Standard p. 21

Assessment access

Permit agreed physical audits, independent worker interviews, witnessing and lawful review of original records at every included operational site. Provide actual job populations and adverse cases. Do not coach interviewees, stage fictitious work or restrict access selectively to conceal a material weakness.

Evidence: Audit access undertaking, populations and witnessed evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-22.03

Standard p. 21

Findings and closure

Respond to findings with factual evidence, containment, prior-job impact, cause and corrective action. Initial grant requires every applicable requirement Met and effective closure of all findings. During active recognition, follow the Standard's deadlines and protective rules; an action promise alone is not verified closure.

Evidence: Finding responses, closure evidence and effectiveness verification.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-22.04 to SNR-23.02

ENTITY / SCOPE / CASE REFERENCE

SNR-22.04

Standard p. 21

Independent decision acceptance

Recognise that assessors recommend and independent decision-makers determine status and scope. No commercial, membership or sponsorship relationship shall guarantee a favourable result. Use factual-response and appeal routes fairly while complying with necessary protective measures and accurate public-status disclosure.

Evidence: Decision notices, response records and controlled public claims.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-23.01

Standard p. 22

Annual surveillance

Maintain actual conformity throughout recognition and support annual surveillance by months 12 and 24 of a maximum three-year term. Every included operational site requires a physical surveillance visit annually. Remote evidence may supplement visits. Absence of a scheduled visit does not permit automatic continuation beyond a due gate.

Evidence: Surveillance calendar, site coverage and current evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-23.02

Standard p. 22

Material change notification

Notify IAF before planned material changes to entity, ownership, authorisation, site, services, technology, critical provider or control system. Report unplanned material changes within five calendar days; serious incidents remain subject to 48 hours. Keep affected extensions outside active claims pending review and decision.

Evidence: Change log, notices and scope decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-23.03 to SNR-24.01

ENTITY / SCOPE / CASE REFERENCE

SNR-23.03

Standard p. 22

Renewal and expiry

Apply for renewal at least six months before expiry and provide updated evidence. Recognition expires on its stated date unless a valid renewal decision is completed; pending assessment or appeal does not extend it. Plan timely customer communication and remove unsupported active claims from all channels.

Evidence: Renewal submission, decision timeline and expiry controls.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-23.04

Standard p. 22

Restriction and restoration

Implement scope restrictions, suspension or withdrawal promptly and protect unfinished work and customer remedies. Restore active claims only after competent verification and an independent decision with an effective date. Do not erase adverse history or backdate restoration to hide an interruption in coverage.

Evidence: Status notices, protective action and restoration decision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-24.01 | ESSENTIAL GATE

Standard p. 22

Bounded recognition claim

Use the exact wording IAF Corporate Recognition under the IAF Service Network Recognition Programme with the approved entity, sites and services. Clearly distinguish excluded outlets and activities. Corporate recognition shall not be presented as manufacturer authorisation, product certification, vehicle homologation or a guarantee of every repair.

Evidence: Approved wording, scope schedule and published examples.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-24.02 to SNR-24.04

ENTITY / SCOPE / CASE REFERENCE

SNR-24.02

Standard p. 22

Mark permission and placement

Use an IAF mark only under a recorded licence identifying artwork, scope, permitted channels and status. Keep it subordinate to accurate scope information. Do not attach the corporate mark to a vehicle or part as a product conformity seal, or use it to imply that IAF performed a particular repair.

Evidence: Licence, artwork control and placement review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-24.03

Standard p. 23

Current verification

Provide a usable route to verify current programme, entity, scope, effective dates and status. A certificate image alone is insufficient. If online verification is unavailable, direct users to the controlled manual route and label status unresolved until checked; do not present stale cached results as current confirmation.

Evidence: Registry/manual verification tests and public links.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-24.04

Standard p. 23

Misuse correction

Monitor central, outlet, agent and departed-member claims. Contain misleading use immediately, correct affected channels and notify IAF of material misuse. Preserve evidence and investigate cause. Contractors and former outlets shall not retain marks through unmonitored websites, invoices, signage or advertising templates.

Evidence: Monitoring log, removal evidence and corrective action.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-25.01 to SNR-25.03

ENTITY / SCOPE / CASE REFERENCE

SNR-25.01

Standard p. 23

Factual response and appeal

Allow the organisation to respond to draft findings within 15 calendar days and appeal a decision within 30 calendar days of notice. Provide reasons and evidence without retaliation. Appeal does not automatically suspend necessary protective action. Preserve independent review and communicate the available route clearly.

Evidence: Notices, response dates and independent appeal records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-25.02

Standard p. 23

Confidentiality and disclosure

Protect confidential technical and personal information while enabling necessary assessment, fair response and protective disclosure. Explain categories of public information and exceptional disclosure duties. Confidentiality shall not be used to conceal an unsafe status, falsified recognition or a material scope restriction.

Evidence: Confidentiality terms, disclosure decisions and access control.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SNR-25.03

Standard p. 23

IAF operator assurance

The applicant shall cooperate with programme assurance; IAF shall independently demonstrate its own competence, impartiality, decision and registry controls. An applicant's declaration shall not be accepted as evidence that IAF fulfilled operator duties. Record the separate assurance reference used in the recognition case.

Evidence: Operator assurance record and applicant cooperation evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SNR-25.04 to NET-02

ENTITY / SCOPE / CASE REFERENCE

SNR-25.04

Standard p. 23

Transition and learning

Apply adopted changes through documented impact assessment, clear effective dates and adequate implementation planning. Preserve urgent protection when a serious risk requires immediate action. Publish material programme changes and verify readiness; a transition notice shall not silently waive an essential gate or retrospectively invent conformity.

Evidence: Change notices, transition decisions and readiness verification.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

NET-01 | ESSENTIAL GATE

Standard p. 24

Enforceable network control

The centre shall demonstrate effective control through contracts, resources, data access and enforceable action. Map the legal duty for each customer transaction. An umbrella brand shall not obscure who must remedy a failed repair or preserve records when a franchisee exits.

Evidence: Signed network agreements and tested enforcement examples.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

NET-02

Standard p. 24

Outlet assurance cycle

Review every included outlet at least annually using original jobs, local interviews and risk information. Track service authorisations and competence expiry. Direct the same corrective action to other outlets only after confirming its applicability; investigate systemic causes rather than distribute an untested instruction.

Evidence: Annual outlet reviews and network action register.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | NET-03 to GEN-01

ENTITY / SCOPE / CASE REFERENCE

NET-03 | ESSENTIAL GATE

Standard p. 24

Scope and directory accuracy

Maintain a single controlled outlet directory reconciled to IAF scope decisions and underlying authorisations. Identify pending, excluded and inactive locations. Prevent booking platforms from presenting an unassessed outlet or excluded technology as covered merely because it shares the brand.

Evidence: Directory reconciliation, booking tests and status history.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

NET-04

Standard p. 24

Cross-outlet customer recovery

Provide a central escalation route for abandoned, repeated or cross-border complaints and unclear contractual responsibility. Determine the responsible entity, technical remedy and lawful record transfer. A customer shall not be sent repeatedly between outlets without an accountable case owner.

Evidence: Central cases, assigned responsibility and completed remedies.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

GEN-01

Standard p. 24

Maintenance applicability

Match the service plan to vehicle configuration, operating conditions, history and actual customer request. Identify missing history and severe-use assumptions. Do not sell a generic package as proof that every model-specific maintenance operation has been completed.

Evidence: Applicable service schedule and recorded completed operations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | GEN-02 to GEN-04

ENTITY / SCOPE / CASE REFERENCE

GEN-02 | ESSENTIAL GATE

Standard p. 24

Critical mechanical work

Control brakes, steering, suspension, wheels and other safety-critical mechanical tasks through verified methods, competent workers and independent checks. Record required settings and results against the actual job. Do not infer acceptance from tool availability or a general technician signature.

Evidence: Method-specific critical checks and independent release evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

GEN-03

Standard p. 24

Fluids and consumables

Confirm required fluid, lubricant, filter and consumable specifications and compatibility. Control mixing, contamination and quantity. Investigate an incorrect fill or substitution for its actual technical effect and affected jobs; replacing the invoice description shall not correct the physical error.

Evidence: Consumable identity, fill records and deviation dispositions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

GEN-04

Standard p. 25

Final condition and handover

Verify disturbed connections, covers, leaks, warnings and relevant functional outcomes before handover. Explain completed work and remaining recommendations separately. A routine-service record shall not imply a comprehensive inspection of unrelated systems or a statutory vehicle approval.

Evidence: Job-specific checks and accurate customer service report.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | EVB-01 to EVB-03

ENTITY / SCOPE / CASE REFERENCE

EVB-01 | ESSENTIAL GATE

Standard p. 25

Bounded electrical capability

Differentiate awareness tasks, non-electrical maintenance, controlled electrical work and battery-internal work. Authorise each separately by competence, equipment and vehicle-specific method. The ability to service an electrified vehicle shall not imply authority to open every battery pack or perform live electrical work.

Evidence: Capability tiers, task authorisations and method access.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

EVB-02

Standard p. 25

Battery condition and handling

Assess received battery condition, identity, damage history and handling needs. Apply competent storage, quarantine, transport and emergency arrangements for its actual state. Do not infer safety from lack of visible damage or use a generic waiting period as proof of a stable condition.

Evidence: Battery state record, handling plan and transfer evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

EVB-03

Standard p. 25

Repair versus replacement

Establish whether the proposed battery or electrical repair is supported by a valid technical method and acceptance criteria. Preserve serial identity, configuration and necessary post-work evidence. Customer preference or cost shall not authorise an unsupported modification to a safety-critical system.

Evidence: Repair basis, component trace and acceptance results.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | EVB-04 to ADAS-02

ENTITY / SCOPE / CASE REFERENCE

EVB-04

Standard p. 25

Return to service

Verify the serviced system and relevant interfaces using the applicable method. Record actual configuration, diagnostics, measurements and limitations. A state-of-health estimate shall identify its method and uncertainty and shall not be presented as a guarantee of future range, life or failure-free operation.

Evidence: System validation, estimate basis and customer disclosure.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

ADAS-01

Standard p. 25

Applicability of calibration

Identify calibration, alignment, coding or relearn needs caused by the actual repair, configuration or technical instruction. Document why each operation is required or not required. A generic preselected package shall not replace this applicability decision.

Evidence: Repair-trigger assessment and technical source version.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

ADAS-02 | ESSENTIAL GATE

Standard p. 25

Controlled conditions

Verify targets, geometry, lighting, floor, loading, tyres, software and other method-specific conditions before calibration. Preserve failed attempts and corrections. A tool's success message shall not compensate for unsuitable setup or prove the validity of every affected function.

Evidence: Setup evidence, tool version and original calibration results.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | ADAS-03 to COL-01

ENTITY / SCOPE / CASE REFERENCE

ADAS-03

Standard p. 26

Diagnostic reasoning

Correlate fault information with observed symptoms and verified tests. Preserve pre-repair data where relevant and distinguish historical from current conditions. Unexplained anomalies require technical disposition; deleting codes or repeated calibration until a favourable result is not a root-cause investigation.

Evidence: Diagnostic reasoning, retained anomalies and disposition.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

ADAS-04

Standard p. 26

Bounded functional release

Verify the affected functions and communicate residual limitations or required operating conditions. Do not imply that successful calibration authorises hands-free or unrestricted automated use. Control safe test arrangements and record which functional claims were actually established.

Evidence: Post-work results, release scope and customer explanation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

COL-01 | ESSENTIAL GATE

Standard p. 26

Repairability decision

Establish vehicle condition, structural materials, damage extent and permitted repair boundaries before structural work. Escalate unknown prior damage or prohibited repair proposals. A commercial estimate shall not serve as technical evidence that a structural part can safely be repaired.

Evidence: Damage analysis, repairability basis and escalation decision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | COL-02 to COL-04

ENTITY / SCOPE / CASE REFERENCE

COL-02

Standard p. 26

Controlled joining and materials

Qualify workers, tools, materials and essential process settings for joining, bonding and refinishing tasks. Verify conditions and retain evidence before work becomes concealed. Control single-use items, cure conditions and heat effects on nearby systems according to the applicable method.

Evidence: Process qualification, material identity and hidden-work checks.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

COL-03

Standard p. 26

System interaction

Assess the impact on restraint systems, sensors, electrical systems, glazing, sealing and corrosion protection. Identify pre/post diagnostics and calibration needs by actual repair. Do not close a structural job before related critical systems have received the required verification.

Evidence: Interaction checklist, diagnostic and calibration evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

COL-04

Standard p. 26

Independent restoration evidence

Verify dimensions, fit, joining, protective treatments and affected safety functions with competent independent review. Preserve the limits of inspection. A visually acceptable finish shall not demonstrate hidden structural integrity or establish a vehicle-wide safety guarantee.

Evidence: Measurements, independent checks and bounded release report.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | HCV-01 to HCV-03

ENTITY / SCOPE / CASE REFERENCE

HCV-01

Standard p. 26

Vehicle and duty profile

Identify vehicle class, use, load conditions, body equipment and fleet maintenance responsibilities. Determine interfaces among chassis, trailer, bodybuilder and specialist equipment. A fleet contract shall not conceal gaps between the parties responsible for maintaining connected systems.

Evidence: Fleet/interface matrix and vehicle duty profile.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

HCV-02 | ESSENTIAL GATE

Standard p. 27

Suitable heavy-work capability

Verify lifting, supports, wheel/tyre handling, stored-energy controls and test capacity for the actual vehicle and task. Restrict work where the outlet's equipment or competence cannot support the configuration. Do not infer capability from general passenger-vehicle recognition.

Evidence: Capacity checks, task risk review and competence evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

HCV-03

Standard p. 27

Fleet communication and downtime

Agree authorisation, driver reporting, safety escalation and downtime communication with the actual responsible fleet party. Preserve direct communication about urgent defects where necessary. Fleet availability targets shall not bypass required repair, independent verification or safe release controls.

Evidence: Fleet approval routes, defect alerts and release holds.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | HCV-04 to MOB-02

ENTITY / SCOPE / CASE REFERENCE

HCV-04

Standard p. 27

Special equipment assurance

Control service to accessibility devices, auxiliary systems, special bodies and trailers through appropriate technical information and checks. Verify affected interfaces before return to use. Clearly exclude unsupported equipment rather than imply that a chassis repair validates the entire specialist vehicle.

Evidence: Equipment scope, interface checks and exclusions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

MOB-01

Standard p. 27

Mobile unit identity

Register each included unit, responsible base, crew capability and service limits. Maintain equipment, communication and custody records. A central dispatch office's recognition shall not extend automatically to all independent responders or replacement units.

Evidence: Unit roster, competence/equipment files and dispatch controls.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

MOB-02 | ESSENTIAL GATE

Standard p. 27

Job-location decision

Confirm that the actual location supports the planned task and emergency response. Reassess traffic, weather, ground, lighting and bystander risks. If conditions are unsuitable, choose a safe referral or recovery route; customer urgency shall not justify unsupported roadside work.

Evidence: Location assessment and stop/relocation decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | MOB-03 to REM-01

ENTITY / SCOPE / CASE REFERENCE

MOB-03

Standard p. 27

Safe recovery planning

Select transport and handling according to the actual vehicle configuration, damage, energy state and current technical information. Pass hazards and movement restrictions to all receiving parties. A standard towing instruction shall not substitute for vehicle-specific recovery suitability.

Evidence: Recovery method, hazard handover and custody evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

MOB-04

Standard p. 27

Mobile release and reconciliation

Record completed tasks, parts, checks and limitations at the point of work, including offline operation. Obtain the required independent critical check through a demonstrably effective arrangement or defer release. Reconcile records with the network system without losing original times or consent.

Evidence: Mobile job dossier, independent review and sync audit trail.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

REM-01 | ESSENTIAL GATE

Standard p. 28

Session authority and identity

Verify vehicle, customer authority, remote operator and session scope before access. Use protected individual credentials and record consent or other lawful authority. Access to a diagnostic portal shall not itself prove the right to change a particular customer's vehicle.

Evidence: Session authority, authentication and scope record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | REM-02 to REM-04

ENTITY / SCOPE / CASE REFERENCE

REM-02

Standard p. 28

Safe intervention conditions

Confirm vehicle state, local responsibilities, power, connectivity and a recovery route. Define stop criteria and prohibit interventions when critical conditions are unverified. Communicate loss of service or feature changes before execution where material to the customer's decision.

Evidence: Preconditions, interruption plan and customer notice.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL****REM-03**

Standard p. 28

Actual outcome confirmation

Confirm the actual vehicle-side result of programming or diagnosis and retain before/after configuration. Resolve failed, partial or inconsistent outcomes. A remote provider's closed ticket shall not constitute physical release evidence for work that requires local inspection or testing.

Evidence: Vehicle confirmation, failure records and local checks.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL****REM-04**

Standard p. 28

Remote provider accountability

Define data access, intellectual property, evidence retention, incident and support duties with remote providers. Control onward access and end sessions securely. The local service entity shall retain responsibility for the work it sells and its customer-facing remedy obligations.

Evidence: Provider agreement, session closure and evidence access.

RESULT

Select

FINDING ID**EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL**

Requirement assessment | SPC-01 to SPC-03

ENTITY / SCOPE / CASE REFERENCE

SPC-01

Standard p. 28

Specialist boundary

State precisely the components and operations covered and the required incoming condition. Distinguish repair, remanufacture, installation and diagnosis. Where the outlet changes product design or places a new product on the market, separately establish the resulting responsibilities; SNR alone does not grant manufacturing recognition.

Evidence: Family definition and responsibility/exclusion map.

RESULT

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SPC-02

Standard p. 28

Critical process capability

Verify specialised equipment, methods, worker ability and process conditions. Demonstrate outputs against defined acceptance criteria and preserve failed results. A favourable sample shall not validate an uncontrolled process or every variant using the same general product description.

Evidence: Qualification, variant coverage and acceptance evidence.

RESULT

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

SPC-03

Standard p. 29

Customer-supplied parts

Assess customer-supplied components for identity, suitability and condition, explain limitations and obtain informed agreement. Decline unsafe or unsupported work. A waiver shall not transfer responsibility for competent installation or allow known unsuitable safety-critical parts to be fitted.

Evidence: Part assessment, disclosures and acceptance/refusal record.

RESULT

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | SPC-04 to LVM-02

ENTITY / SCOPE / CASE REFERENCE

SPC-04

Standard p. 29

Interface and installed outcome

Verify that the serviced component works correctly in the actual vehicle context where installation is in scope. Identify further coding, alignment, leak or functional checks and assign responsibility. A bench pass alone shall not establish a satisfactory installed system.

Evidence: Bench/vehicle correlation and installation release evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

LVM-01

Standard p. 29

Vehicle class and service limits

Identify the vehicle class, operating use and actual support capability. Do not transfer passenger-car procedures automatically to motorcycles, small electric vehicles or adapted controls. Keep unsupported modifications and activities outside active claims.

Evidence: Class-specific scope and technical-information register.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

LVM-02 | ESSENTIAL GATE

Standard p. 29

Safety-critical fitment

Verify wheels, tyres, brakes, steering, battery retention and other critical fitments through applicable methods and independent checks. Account for vehicle balance, rider interaction and accessory effects. A generic workshop inspection shall not replace a model-specific critical check.

Evidence: Fitment records and independent critical verification.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | LVM-03 to T01-01

ENTITY / SCOPE / CASE REFERENCE

LVM-03

Standard p. 29

Adaptation and accessibility

For adapted vehicles, establish the user's functional requirements, technical authority and affected interfaces with consent. Verify work with appropriate competent support and safe testing. Do not imply medical fitness or suitability for every user based solely on a mechanical release.

Evidence: Adaptation requirements, interface tests and scope limits.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

LVM-04

Standard p. 29

Handover and safe use

Explain repaired functions, restrictions, charging or storage information and maintenance needs in an accessible way. Distinguish technical service from rider training or legal permission to use the vehicle. Record unresolved safety concerns and lawful safe alternatives.

Evidence: Handover information and documented limitations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T01-01 | ESSENTIAL GATE

Standard p. 29

Task risk boundary

Identify exposed energy sources, adjacent systems and the exact proposed task. Establish competent authorisation and a vehicle-specific safe method. General recognition shall not authorise live work; unsupported tasks shall be stopped or referred.

Evidence: Task authorisation and controlled method.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T01-02 to T01-04

ENTITY / SCOPE / CASE REFERENCE

T01-02

Standard p. 30

Controlled energy state

Demonstrate that the required safe state is established and maintained using suitable verified equipment and competent persons. Record the method and results without inventing universal numerical limits. Unexpected state or damage requires reassessment before work continues.

Evidence: Energy-state verification and reassessment.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T01-03

Standard p. 30

Emergency readiness

Prepare appropriate emergency arrangements for the specific activity and location, including access, escalation and external response information. Exercise readiness without creating a hazardous live event. Ensure workers know when to stop and withdraw.

Evidence: Emergency plan and safe exercise record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T01-04

Standard p. 30

Restoration and handover

Control restoration, functional verification and communication of remaining hazards after work. Identify who authorised the transition and who accepts the vehicle or component. A disconnected battery shall not be assumed free of internal stored energy.

Evidence: Restoration record and hazard handover.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T02-01 to T02-03

ENTITY / SCOPE / CASE REFERENCE

T02-01

Standard p. 30

Condition evidence

Record identity, history, observed condition and uncertainty before choosing handling or repair. Separate estimated health from proven safety and capacity. Unavailable history shall increase scrutiny rather than be silently treated as favourable evidence.

Evidence: Battery condition and uncertainty record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T02-02 | ESSENTIAL GATE

Standard p. 30

Damaged-unit controls

Apply competent, condition-specific quarantine, monitoring and movement controls for a potentially unsafe unit. Define emergency escalation and who may change its status. This Standard establishes assurance duties, not universal storage distances or emergency intervention instructions.

Evidence: Condition-specific control plan and status log.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T02-03

Standard p. 30

Reuse boundary

Validate the exact proposed reuse and compatibility, identify changes in technical or market responsibility and obtain necessary approvals. Removal from a vehicle does not establish suitability for another use. Unsupported repurposing remains outside recognised service scope.

Evidence: Reuse assessment and responsibility decision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T02-04 to T03-02

ENTITY / SCOPE / CASE REFERENCE

T02-04

Standard p. 30

Traceable disposition

Retain chain of custody and destination for repair, return, recovery or disposal. Verify completion and explain missing units or records. Prevent a rejected unit from being represented as serviceable through a changed serial label or incomplete transfer record.

Evidence: Custody trail and verified final disposition.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T03-01

Standard p. 31

Configuration boundary

Identify hardware, software, geometry and intended function affected by the job. Determine the method's operating assumptions and limits. Evidence from a different variant shall be justified before it supports the actual serviced vehicle.

Evidence: Configuration and method applicability map.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T03-02

Standard p. 31

Environmental validity

Verify method-specific conditions and measurement capability before accepting results. Preserve raw outcomes and anomalies. Repeat testing requires a technical reason and shall retain prior failures rather than hide them.

Evidence: Setup checks and complete result history.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T03-03 to T04-01

ENTITY / SCOPE / CASE REFERENCE

T03-03 | ESSENTIAL GATE

Standard p. 31

Safety and fallback

Evaluate degraded modes, warnings and response to failed calibration or unavailable function. Do not release affected safety-critical work with an unresolved essential failure. Explain functional restrictions in customer-facing language.

Evidence: Failure disposition and bounded release decision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T03-04

Standard p. 31

Post-service capability

Confirm affected functions in suitable conditions and record what was actually verified. Corporate recognition or calibration success shall not be advertised as approval of unrestricted autonomous operation.

Evidence: Functional evidence and approved service wording.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T04-01 | ESSENTIAL GATE

Standard p. 31

Access legitimacy

Verify customer authority, worker privileges and technical entitlement separately. Protect keys, credentials and security-related data. Escalate inconsistent ownership or access requests without providing unauthorised bypass techniques.

Evidence: Authority checks and access logs.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T04-02 to T04-04

ENTITY / SCOPE / CASE REFERENCE

T04-02

Standard p. 31

Software provenance

Verify source, integrity, applicability and licence of software and configuration before use. Preserve version identity and relevant dependencies. Unverified files or shared unauthorised accounts shall not support a recognised service.

Evidence: Software provenance and entitlement record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T04-03

Standard p. 31

Change safety

Evaluate the impact on safety, emissions-related functions, security, privacy and customer entitlements before change. Plan failure recovery and verify the actual installed outcome. Do not use customer consent to excuse a prohibited or unsupported configuration.

Evidence: Change review, recovery and vehicle-side result.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T04-04

Standard p. 32

Incident and end of access

Detect unusual access or unauthorised changes, preserve evidence and respond proportionately. Revoke temporary privileges and end remote sessions after work. Notify affected parties according to risk and obligations while restricting unnecessary personal disclosure.

Evidence: Session closure, detection and incident record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T05-01 to T05-03

ENTITY / SCOPE / CASE REFERENCE

T05-01 | ESSENTIAL GATE

Standard p. 32

Permitted repair basis

Establish a valid method for the actual damaged structure or restraint system. Identify prohibited operations and uncertainty. An estimate, visual appearance or customer waiver shall not authorise an unsupported critical repair.

Evidence: Repairability decision and approved technical basis.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T05-02

Standard p. 32

Process readiness

Verify people, tools, materials, conditions and process settings before irreversible work. Demonstrate competence on relevant representative tasks and keep required hold points. Availability of a joining machine is not proof of a qualified process.

Evidence: Readiness and process qualification evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T05-03

Standard p. 32

Concealed-work evidence

Capture required checks while relevant features remain accessible. Link material batches and critical results to the job. A later external inspection shall not substitute for missing evidence of a hidden critical operation.

Evidence: Hold-point checks and job-linked material/results.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T05-04 to T06-02

ENTITY / SCOPE / CASE REFERENCE

T05-04

Standard p. 32

Integrated restoration

Verify affected geometry, restraints, sensors, corrosion protection and other interfaces before release. Independently review critical completion and preserve limitations. Repair of one subsystem shall not imply that unrelated collision damage was assessed.

Evidence: Integrated verification and independent release.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T06-01 | ESSENTIAL GATE

Standard p. 32

Specific competence

Identify fuel or medium, pressure/temperature hazards, system configuration and competent authorisation. Use verified system-specific methods and suitable facilities. The presence of general mechanical capability shall not establish competence for an unfamiliar pressure or fuel technology.

Evidence: Scope authorisation and task-specific method.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T06-02

Standard p. 32

Containment and environment

Assess ventilation, ignition sources, leaks, stored energy and compatible equipment for the actual task. Define stop criteria and emergency arrangements. Do not substitute generic pressure values or purge instructions for validated technical requirements.

Evidence: Task risk and facility suitability evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T06-03 to T07-01

ENTITY / SCOPE / CASE REFERENCE

T06-03

Standard p. 33

Material and recovery control

Confirm compatible materials, fluids and gases, prevent contamination and preserve required recovery or disposal evidence. Investigate misidentification or mixing for its actual technical effect and affected jobs.

Evidence: Material identity and recovery/disposition trail.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T06-04

Standard p. 33

Verification before release

Perform the specified integrity, leak and functional checks using fit-for-purpose equipment. Record conditions, results and independent critical review. A refilled system or cleared warning shall not establish completed verification.

Evidence: Original check results and release authorisation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T07-01

Standard p. 33

Declared role and limits

Define what the tool may recommend, approve or block, its input needs and a competent human owner. Explain uncertainty and prohibit unsupported automation of essential consent, technical safety judgment or final accountability.

Evidence: Tool use policy and bounded decision map.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T07-02 to T07-04

ENTITY / SCOPE / CASE REFERENCE

T07-02

Standard p. 33

Representative validation

Evaluate the intended vehicle, service and customer populations, including failures and unfamiliar inputs. Compare recommendations with verified outcomes and preserve disagreement. Vendor claims alone shall not prove fitness for the network's actual use.

Evidence: Validation cases, outcomes and limitations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T07-03

Standard p. 33

Human challenge

Provide a usable override and escalation route and train workers to recognise unreliable output. Record material overrides and their reasons. Productivity targets shall not discourage a necessary manual investigation or a worker's challenge to the tool.

Evidence: Override log and observed worker competence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T07-04

Standard p. 33

Change and drift monitoring

Monitor errors, changed inputs, software updates and uneven outcomes among outlets or customer groups. Revalidate after material change and pause unsafe use. Preserve a functioning manual or referral path when the tool is unavailable or outside its validated limits.

Evidence: Monitoring, revalidation and fallback evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T08-01 to T08-03

ENTITY / SCOPE / CASE REFERENCE

T08-01

Standard p. 33

Responsibility interfaces

Identify who controls vehicle movement, service access, dispatch and return to operation at each stage. Confirm local and remote responsibilities before work. An unattended vehicle shall not erase the need for accountable custody and release.

Evidence: State/responsibility interface map.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T08-02 | ESSENTIAL GATE

Standard p. 34

Safe state transitions

Define permitted transitions between operation, recovery, maintenance, testing and dispatch. Verify required state at the vehicle, restrict unapproved commands and retain transition evidence. A central command acknowledgement alone shall not prove that a physical hazard is controlled.

Evidence: State checks, command logs and transition approvals.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

T08-03

Standard p. 34

Service outcome feedback

Link actual repair evidence to fleet maintenance and dispatch systems while limiting personal data. Prevent a vehicle with an unresolved release hold from being automatically scheduled. Confirm that software synchronisation preserves the most restrictive current disposition.

Evidence: Integration test and release-hold propagation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | T08-04 to IR01-02

ENTITY / SCOPE / CASE REFERENCE

T08-04

Standard p. 34

Novel capability review

For unfamiliar vehicle or service architectures, establish specific competence, technical methods and evidence before extending scope. Document assumptions and monitor early operation. A future-vision statement shall not waive initial history, job evidence or physical audit requirements.

Evidence: Scope-extension case and early-operation review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR01-01 | ESSENTIAL GATE

Standard p. 34

Programme authority

IAF shall record adoption, accountable programme ownership, controlled criteria and authority for decisions before live operation. Publish eligibility, process, scope limits and fair-access rules. A prepared document set shall not itself be treated as evidence that the programme or registry is operational.

Evidence: Recorded adoption, authority and public operating notice.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR01-02

Standard p. 34

Consistent access

IAF shall assess eligible service organisations without lowering requirements because of size, geography, membership, sponsorship or commercial importance. Explain refusal of assessment on factual capability, access or integrity grounds. Recognition shall not depend on purchase of consultancy or a favourable commercial relationship.

Evidence: Intake rules, acceptance decisions and impartiality review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR01-03 to IR02-01

ENTITY / SCOPE / CASE REFERENCE

IR01-03 | ESSENTIAL GATE

Standard p. 34

Initial evidence gate

IAF shall verify six months of implemented operation, internal audit, management review and three actual completed jobs per service family/site before initial grant or scope extension. Insufficient evidence permits private readiness review only, without public provisional recognition or an active mark.

Evidence: Eligibility review and actual operating/job evidence.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR01-04

Standard p. 34

Scope-specific authorisation

IAF shall verify the meaning and evidence of claimed service authorisation and record its limits. Recognised scope may include truthfully described independent activities, but shall not imply a manufacturer appointment that does not exist. Loss of an underlying permission requires immediate affected-claim review.

Evidence: Authorisation review and bounded public schedule.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR02-01 | ESSENTIAL GATE

Standard p. 35

Every-site coverage

IAF shall physically assess every included operational outlet, mobile unit and remote technical hub at initial and renewal assessment and annually during recognition. A mobile unit is observed at its base and in an actual or safely arranged representative job setting. No statistical site sampling substitutes for this edition's coverage.

Evidence: Complete site/unit roster and physical coverage record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR02-02 to IR02-04

ENTITY / SCOPE / CASE REFERENCE

IR02-02

Standard p. 35

Family and job sampling

Define a service family by common technical method, competence and release controls; do not pool materially different risks to meet sample floors. Review at least three completed jobs per family/site and expand for failures, changes or diversity. Witness relevant critical work; two shifts are observed where multiple shifts operate.

Evidence: Family rationale, sample population and witnessed shift plan.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR02-03

Standard p. 35

Audit duration floor

One auditor-day is eight assessment hours excluding travel. Initial/renewal minimum is two central days plus two per site up to 100 effective workers, three for 101-500 and four above 500. Add one site-day for each material factor: novel critical technology, more than two shifts, complex critical outsourcing or unresolved systemic risk.

Evidence: Duration calculation, worker basis and risk additions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR02-04

Standard p. 35

On-site depth and surveillance

Annual surveillance minimum is one central auditor-day plus one per operational site. At every physical assessment allocate at least one full operating day per site and at least half on-site time to observation, witnessing and interviews. Add time where needed; support functions and central/site roles are not double-counted.

Evidence: Time allocation, actual attendance and coverage justification.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR03-01 to IR03-03

ENTITY / SCOPE / CASE REFERENCE

IR03-01 | ESSENTIAL GATE

Standard p. 35

Competent team

IAF shall appoint at least two competent assessors collectively covering network governance, relevant service technologies, audit method and local context. Specialists may support, but shall not replace, accountable audit leadership. Approve task-specific competence from observed performance and periodically review it.

Evidence: Team matrix, witnessed competence and appointment record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR03-02 | ESSENTIAL GATE

Standard p. 35

Conflict exclusion

Exclude assessors, reviewers and decision-makers with employment, consultancy, ownership or material commercial interests in the case during the preceding 36 months, and longer where residual risk remains. Disclose personal and organisational conflicts, review them independently and separate sales from technical outcomes.

Evidence: Conflict declarations, screening and resolution decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR03-03

Standard p. 36

Authentic sufficient evidence

IAF shall triangulate original records, observation, interviews, customer outcomes and adverse evidence. Preserve limitations and sample rationale. Remote review supplements required physical assessment. Missing essential evidence remains Pending or a justified finding; it is not converted to Met by a polished policy or a promise.

Evidence: Evidence log, samples and contradictory-fact resolution.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR03-04 to IR04-02

ENTITY / SCOPE / CASE REFERENCE

IR03-04

Standard p. 36

Independent technical review

A competent reviewer uninvolved in the audit shall confirm scope, applicability, evidence sufficiency, findings, closure and the proposed conclusion. Resolve material gaps before panel submission. The reviewer shall not silently change findings or act as the organisation's consultant.

Evidence: Review record, queries and resolved recommendation.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR04-01 | ESSENTIAL GATE

Standard p. 36

No compensating score

For initial grant every applicable requirement shall be Met and all findings effectively closed. Critical safety, integrity, competence and scope gates cannot be offset by scores. NA requires inherent non-applicability with evidence. A coherent exclusion is allowed only where it genuinely isolates the unsupported activity.

Evidence: Applicability, closed findings and gate-by-gate conclusion.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR04-02

Standard p. 36

Finding rules and deadlines

Critical means credible serious harm or severe integrity failure; Major a systemic or consequential breakdown; Minor an isolated lapse without invalidating essential assurance. Active Minor closure is due within 90 calendar days. Major requires immediate containment and a 30-day closure target, with suspension review if unresolved. Critical requires immediate protective review.

Evidence: Classified finding, containment, due date and verified outcome.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR04-03 to IR05-01

ENTITY / SCOPE / CASE REFERENCE

IR04-03 | ESSENTIAL GATE

Standard p. 36

Independent decision panel

Three competent uninvolved panel members shall participate in each grant, refusal, restriction, withdrawal or restoration decision; at least two reasoned votes are required for every disposition, and all applicable gates for grant or restoration. Record dissent, scope, effective/expiry dates and appeal route. A maximum three-year term is permitted.

Evidence: Individual votes, reasons and authenticated decision record.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR04-04

Standard p. 36

Urgent interim protection

For credible urgent risk, the programme manager and an independent technical lead may impose proportionate interim suspension. The three-person independent panel shall review it within five business days. Give prompt reasons, scope and response route; preserve necessary protection while facts are investigated.

Evidence: Interim authorisation, notice and timely panel review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR05-01

Standard p. 37

Defined public states

Use Applicant, Under Assessment, Corporate Recognition, Restricted, Suspended, Expired or Withdrawn with scope and effective dates. Only a valid active decision permits the claim; Restricted covers solely its explicitly retained scope. Restoration is a recorded event, not a new status or a backdated erasure of history.

Evidence: Controlled status vocabulary and event history.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR05-02 to IR05-04

ENTITY / SCOPE / CASE REFERENCE

IR05-02

Standard p. 37

Surveillance and renewal

IAF shall complete surveillance by months 12 and 24 and verify annual physical coverage of every operational site. Renewal is requested at least six months before expiry. Overdue essential surveillance requires status review and protective restriction or suspension; an expired term shall not be automatically extended.

Evidence: Surveillance calendar, coverage and renewal/status decisions.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR05-03 | ESSENTIAL GATE

Standard p. 37

Reliable public verification

Before launch, IAF shall provide a tested registry and controlled manual fallback showing programme, entity, sites/services, scope version, dates and status. Publish protective changes normally within two business days of decision, sooner for urgent risk. An outage shall be labelled unavailable or unresolved, never silently treated as valid.

Evidence: Registry acceptance tests, fallback records and update logs.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR05-04

Standard p. 37

Mark and claim control

IAF shall license approved artwork only for valid bounded corporate claims, monitor misuse and require correction. A corporate mark shall not act as a repair certificate, product conformity seal, manufacturer appointment or vehicle approval. Record removal of claims after restriction, suspension, expiry or withdrawal.

Evidence: Licence, monitoring and verified corrective action.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR06-01 to IR06-03

ENTITY / SCOPE / CASE REFERENCE

IR06-01

Standard p. 37

Factual response

IAF shall issue evidence-based draft findings and allow 15 calendar days for factual response, with a reasoned extension where appropriate. Distinguish factual correction from agreement to future action. Urgent protection may proceed immediately but shall be reviewed fairly with reasons and relevant disclosure.

Evidence: Draft report, response window and resolution log.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR06-02

Standard p. 37

Independent appeal

An appeal may be lodged within 30 calendar days of decision notice. A different three-person competent conflict-free panel shall review it, with at least two votes for its reasoned outcome. Target completion within 45 calendar days of complete evidence; explain delay and updates. Appeal does not automatically stay protective action.

Evidence: Appeal intake, independent votes and outcome notice.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR06-03

Standard p. 38

Complaint handling

IAF shall accept complaints about programme conduct, recognised claims and service integrity through accessible channels. Triage urgent harm, distinguish jurisdiction and assign an uninvolved investigator. Inform the complainant of progress and outcome within confidentiality limits; protect good-faith reporting from retaliation.

Evidence: Complaint file, triage, investigation and response.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR06-04 to IR07-02

ENTITY / SCOPE / CASE REFERENCE

IR06-04

Standard p. 38

Fair disclosure and remedy

Provide reasons sufficient for meaningful response while protecting justified confidential and personal information. Correct material procedural or factual error and assess similar cases. The programme shall not imply that IAF adjudicates every commercial dispute or replaces the responsible organisation's remedy duties.

Evidence: Disclosure rationale, correction and cross-case review.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR07-01

Standard p. 38

Confidentiality and lawful transfer

IAF shall bind personnel and providers to confidentiality, role-based access and lawful transfer controls. Minimise personal data, document disclosure purposes and permit protected original-record review. Essential technical evidence shall remain verifiable; if it cannot be lawfully reviewed, defer the affected conclusion.

Evidence: Confidentiality commitments, data map and access records.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR07-02

Standard p. 38

Retention and integrity

IAF shall retain recognition case and decision evidence for ten years after expiry or withdrawal, subject to binding limits and documented lawful holds. Separate unnecessary personal identifiers, preserve material correction history and test recovery. Retention shall not mean unrestricted publication or indiscriminate copying of customer files.

Evidence: Retention schedule, integrity controls and restore/disposal tests.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR07-03 to IR08-01

ENTITY / SCOPE / CASE REFERENCE

IR07-03

Standard p. 38

Security incident response

IAF shall detect, contain and investigate compromise of applicant information or registry integrity. Preserve evidence, verify authoritative records and notify affected parties under applicable duties. A suspected altered status record shall be treated as unresolved until independently checked.

Evidence: Response chronology, record reconciliation and notices.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR07-04

Standard p. 38

Traceable accountability

Every material case action shall identify case ID, role, timestamp, source evidence and authorised outcome. Preserve decisions through staff, platform or operator changes. Typed names require a supporting authority/authentication trail; a template shall not be represented as an issued recognition decision.

Evidence: Case audit trail and authenticated authorisations.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR08-01 | ESSENTIAL GATE

Standard p. 39

Launch validation

Before public launch, IAF shall complete at least four diverse pilots covering a centrally owned network, a franchise network, a mobile/remote service and a high-technology repair operation. Include a failed or contested case. Verify competence, duration, findings, appeal and registry behaviour, then resolve essential gaps before adoption for live use.

Evidence: Pilot reports, failed-case review and launch approval.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Requirement assessment | IR08-02 to IR08-04

ENTITY / SCOPE / CASE REFERENCE

IR08-02

Standard p. 39

Independent operator review

IAF shall audit programme operation annually and commission an independent programme review at least every three years. Examine impartiality, competence, consistency, safety protection, customer complaints and registry accuracy. Operator weaknesses require corrective action and protection of affected recognition decisions.

Evidence: Annual operator audit and independent review report.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR08-03

Standard p. 39

Controlled revision

IAF shall consult affected technical and customer interests, assess proposed changes and record rationale, version and effective dates. Review emerging service technologies and actual failure patterns. Guidance may explain a requirement but shall not silently replace the adopted Standard or weaken an essential gate.

Evidence: Consultation record, impact assessment and approved revision.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

IR08-04

Standard p. 39

International credibility

IAF shall build acceptance through transparent scope, competent audits, consistent decisions and verified outcomes. Do not claim universal governmental, manufacturer or customer acceptance without specific evidence. Document actual recognition arrangements separately; a global programme design is an objective, not proof of worldwide legal authority.

Evidence: Acceptance evidence, claim review and published programme outcomes.

RESULT

Select

FINDING ID

EVIDENCE / RATIONALE / SCOPE LIMITS - USE CONTINUATION FOR DETAIL

Findings, closure and essential gates

ENTITY / SCOPE / CASE REFERENCE

APPLICABLE MODULES, RESULT COUNTS AND ACCEPTED NA REASONS

HISTORY/CASES, TECHNICAL EVIDENCE, PHYSICAL AUDIT AND ESSENTIAL GATES SUPPORTED

FINDINGS, AFFECTED SCOPE, CONTAINMENT, PRIOR-OUTPUT IMPACT AND DEADLINES

VERIFIED CLOSURE, UNRESOLVED EVIDENCE AND COHERENT EXCLUSIONS

ASSESSMENT RECOMMENDATION, LIMITATIONS AND RESPONSIBLE AUDITOR AUTHORIZATION

Independent recognition and exact scope

ENTITY / SCOPE / CASE REFERENCE

FINAL LEGAL ENTITIES, SITES, SCOPE VERSION AND EVIDENCE MANIFEST

THREE UNINVOLVED PANEL MEMBERS, COMPETENCE, CONFLICTS AND INDIVIDUAL VOTES

ALL APPLICABLE MET; GRANT/DEFER/REFUSE/RESTRICT, REASONS AND DISSENT

EFFECTIVE/EXPIRY WITHIN THREE YEARS AND ANNUAL SITE/SURVEILLANCE DATES

AUTHORIZED CLAIMS, VERIFICATION, DECISION NOTICE, APPEAL DEADLINE AND SIGNATURE

Continuation and supporting detail

ENTITY / SCOPE / CASE REFERENCE

PARENT FIELD, REQUIREMENT OR RECORD ID / CONTINUATION NUMBER

FULL RESPONSE, SOURCE REFERENCES, RATIONALE AND LIMITATIONS

PREPARED BY / ROLE / DATE / AUTHORIZATION