

Implemented practice, evidence and effectiveness

Describe actual implementation and evidence, not intended policy alone. Include adverse facts and gaps. This dossier supports review; it does not replace audit or independently grant recognition.

LEGAL ENTITY / INCLUDED SITES / SCOPE VERSION / CASE ID

PROFILES, TECHNOLOGY MODULES AND SERVICE FAMILIES

AT LEAST SIX MONTHS OF OPERATION; EVIDENCE PERIOD AND DATA CUTOFF

SELF-ASSESSMENT TEAM, TECHNICAL OWNERS AND ACCOUNTABLE EXECUTIVE

SNR/CONSTITUTION EDITIONS AND ADDITIONAL IAF ADOPTION MAP

ORIGINAL EVIDENCE INDEX, ACCESS LOCATIONS, PRIVACY AND LIMITATIONS

01 Identity, eligibility and accountable scope

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-01.01 ACCOUNTABLE LEGAL ENTITIES - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-01.02 ACTUAL SERVICE SCOPE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-01.03 AUTHENTIC SERVICE AUTHORISATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-01.04 LOCAL DUTIES AND ACCESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

02 Network governance and outlet accountability

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-02.01 CENTRAL CONTROL AUTHORITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-02.02 OUTLET INCLUSION AND EXIT - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-02.03 FRANCHISE AND CONTRACTOR DUTIES - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-02.04 NETWORK CONSISTENCY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

03 Quality adoption, evidence and operating history

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-03.01 ADOPTED QUALITY BASIS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-03.02 REQUIREMENT EVIDENCE MAP - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-03.03 DEMONSTRATED OPERATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-03.04 EVIDENCE AUTHENTICITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

04 Leadership, ethics and independent challenge

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-04.01 EXECUTIVE ACCOUNTABILITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-04.02 STOP-WORK AUTHORITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-04.03 INTEGRITY AND CONFLICTS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-04.04 PROTECTED REPORTING - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

05 Competence, staffing and work authorisation

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-05.01 TASK-SPECIFIC COMPETENCE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-05.02 SUPERVISION AND WORKLOAD - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-05.03 KNOWLEDGE AND TECHNICAL ACCESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-05.04 INDEPENDENT RELEASE CAPABILITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

06 Facilities, tools and safe working environment

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-06.01 WORKSHOP SUITABILITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-06.02 EQUIPMENT INTEGRITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-06.03 MEASUREMENT FITNESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-06.04 HAZARD AND EMERGENCY CONTROL - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

07 Booking, intake and vehicle custody

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-07.01 ACCURATE SERVICE OFFER - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-07.02 CUSTOMER AUTHORITY AND INTAKE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-07.03 CUSTODY AND MOVEMENT - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-07.04 PRIORITY AND TRIAGE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

08 Diagnosis, estimates and informed consent

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-08.01 EVIDENCE-BASED DIAGNOSIS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-08.02 CLEAR ESTIMATE AND OPTIONS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-08.03 AUTHORISATION BEFORE WORK - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-08.04 DECLINED SAFETY WORK - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

09 Repair planning and controlled execution

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-09.01 VEHICLE-SPECIFIC WORK PLAN - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-09.02 CONTROLLED TASK EXECUTION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-09.03 SAFE PROCESS CHANGES - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-09.04 HANDOVER BETWEEN WORKERS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

10 Parts, materials and outsourced service

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-10.01 PART IDENTITY AND SUITABILITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-10.02 STORAGE AND TRACEABILITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-10.03 PROVIDER QUALIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-10.04 CUSTOMER AND WARRANTY RETURNS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

11 Final verification, release and handover

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-11.01 DEFINED RELEASE CRITERIA - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-11.02 INDEPENDENT CRITICAL VERIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-11.03 TEST-DRIVE AND FUNCTIONAL CHECKS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-11.04 CUSTOMER HANDOVER - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

12 Complaints, warranty and service recovery

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-12.01 ACCESSIBLE COMPLAINT ROUTE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-12.02 REPEAT REPAIR INVESTIGATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-12.03 FAIR WARRANTY DECISIONS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-12.04 VERIFIED REMEDY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

13 Incidents, field action and unsafe work

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-13.01 IMMEDIATE PROTECTION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-13.02 IAF NOTIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-13.03 POPULATION AND CORRECTIVE CAMPAIGN - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-13.04 RESTART AND LEARNING - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

14 Digital systems, vehicle data and cybersecurity

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-14.01 LAWFUL ACCESS AND PURPOSE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-14.02 ACCESS SECURITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-14.03 SOFTWARE INTEGRITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-14.04 RETENTION AND SECURE RECOVERY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

15 Responsible trade and customer trust

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-15.01 TRUTHFUL COMMERCIAL CLAIMS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-15.02 CONTRACT AND INVOICE INTEGRITY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-15.03 CUSTOMER PROPERTY AND FRAUD - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-15.04 ACCESSIBLE FAIR TREATMENT - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

16 Environmental and resource responsibility

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-16.01 WASTE AND HAZARDOUS MATERIALS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-16.02 RESOURCE AND EMISSIONS CONTROL - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-16.03 CIRCULAR SERVICE DECISIONS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-16.04 WORKER AND COMMUNITY PROTECTION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

17 Continuity, capacity and resilient service

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-17.01 CAPACITY COMMITMENTS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-17.02 CONTINUITY PRIORITIES - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-17.03 TESTED RECOVERY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-17.04 ORDERLY CLOSURE AND TRANSFER - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

18 Performance, internal audit and review

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-18.01 MEANINGFUL INDICATORS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-18.02 INDEPENDENT INTERNAL AUDIT - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-18.03 CORRECTIVE-ACTION EFFECTIVENESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-18.04 MANAGEMENT REVIEW - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

19 Customer and technical record control

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-19.01 JOB DOSSIER COMPLETENESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-19.02 CONFIGURATION AND TIMING - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-19.03 CONFIDENTIAL EVIDENCE ACCESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-19.04 RECORD CORRECTION AND OWNERSHIP - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

20 Mobile, remote and distributed delivery

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-20.01 LOCATION READINESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-20.02 REMOTE SERVICE CONTROL - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-20.03 TRANSPORT AND RECOVERY HANDOVER - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-20.04 DISTRIBUTED VERIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

21 Emerging technology and future capability

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-21.01 CONTROLLED INNOVATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-21.02 HUMAN OVERSIGHT OF AUTOMATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-21.03 SERVICEABILITY AND SUPPORT HORIZON - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-21.04 CONNECTED AND AUTONOMOUS FLEETS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

22 Application, audit and truthful participation

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-22.01 COMPLETE APPLICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-22.02 ASSESSMENT ACCESS - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-22.03 FINDINGS AND CLOSURE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-22.04 INDEPENDENT DECISION ACCEPTANCE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

23 Continuing status and material change

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-23.01 ANNUAL SURVEILLANCE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-23.02 MATERIAL CHANGE NOTIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-23.03 RENEWAL AND EXPIRY - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-23.04 RESTRICTION AND RESTORATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

24 Public claims, marks and verification

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-24.01 BOUNDED RECOGNITION CLAIM - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-24.02 MARK PERMISSION AND PLACEMENT - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-24.03 CURRENT VERIFICATION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-24.04 MISUSE CORRECTION - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

25 Fair process, information rights and programme duties

ENTITY / SCOPE / CASE REFERENCE

State what happens, who owns it and how it is verified. Identify original evidence, versions, operating results and unresolved limitations.

SNR-25.01 FACTUAL RESPONSE AND APPEAL - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-25.02 CONFIDENTIALITY AND DISCLOSURE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-25.03 IAF OPERATOR ASSURANCE - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

SNR-25.04 TRANSITION AND LEARNING - PRACTICE, EVIDENCE, EFFECTIVENESS AND GAP

Service profile supplement - repeat per profile

ENTITY / SCOPE / CASE REFERENCE

PROFILE/ENTITY/SITE/FAMILY IDS AND APPLICABLE SCOPE ROWS

REQUIREMENTS 01-02: IMPLEMENTED CONTROLS, EVIDENCE AND GAPS

REQUIREMENTS 03-04: IMPLEMENTED CONTROLS, EVIDENCE AND GAPS

INDEPENDENT CHECKS, EFFECTIVENESS AND RESPONSIBLE TECHNICAL AUTHORIZATION

Technology supplement - repeat per domain

ENTITY / SCOPE / CASE REFERENCE

DOMAIN/ENTITY/SITE/FAMILY, CONFIGURATIONS AND INTENDED USE

REQUIREMENT 01: ACTUAL CONTROLS, EVIDENCE, LIMITATIONS AND GAP

REQUIREMENT 02: ACTUAL CONTROLS, EVIDENCE, LIMITATIONS AND GAP

REQUIREMENT 03: ACTUAL CONTROLS, EVIDENCE, LIMITATIONS AND GAP

REQUIREMENT 04: ACTUAL CONTROLS, EVIDENCE, LIMITATIONS AND GAP

CROSS-DOMAIN RISKS, VALIDATION BOUNDARY AND TECHNICAL AUTHORIZATION

Internal directives and additional IAF claims

ENTITY / SCOPE / CASE REFERENCE

IR01-IR02: ADOPTION, ELIGIBILITY, NAMED SCOPE AND SITE/FAMILY COVERAGE

IR03-IR04: AUDIT ACCESS, HISTORY/CASES, FINDINGS AND INDEPENDENT DECISIONS

IR05-IR06: CLAIMS, MARKS, VERIFICATION, FAIR PROCESS AND CONFIDENTIALITY

IR07-IR08: RETENTION, INTEGRITY, PROPORTIONATE ACCESS AND TRANSITION

SEPARATE IAF OPERATOR-ASSURANCE REFERENCE; APPLICANT DECLARATION IS INSUFFICIENT

ADDITIONAL IAF TEXTS: COMPLETE CLAUSE-LEVEL MAPS AND SEPARATE DECISIONS

Performance, adverse facts and corrective actions

ENTITY / SCOPE / CASE REFERENCE

CASE POPULATIONS, COMPLETED RELEASES, CHANGES, FAILURES AND TRACEABILITY

REPAIR/CUSTOMER/SAFETY/SUPPORT INDICATORS, DENOMINATORS AND DATA RECONCILIATION

COMPLAINTS, INCIDENTS, RECALLS, WARRANTY AND VERIFIED REMEDY COMPLETION

INTERNAL AUDIT/REVIEW, OPEN FINDINGS, CONTAINMENT AND EFFECTIVENESS EVIDENCE

Evidence index and executive authorization

ENTITY / SCOPE / CASE REFERENCE

EVIDENCE IDS, TITLES/VERSIONS/DATES, OWNER, SOURCE AND MAPPED REQUIREMENTS

MISSING/RESTRICTED EVIDENCE, JUSTIFIED EXCLUSIONS AND UNSUPPORTED FUTURE CAPABILITY

ACCURACY AND ADVERSE-DISCLOSURE DECLARATION BY EXECUTIVE AND TECHNICAL OWNERS

ACCEPTED CONSTITUTION/SNR VERSIONS, SIGNATURES/AUTHENTICATED APPROVALS AND DATES

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