



DELPHI SERVICE CENTRE Outline Requirements and Standards



The Delphi Service Centre programme is designed to enable independent garages around the globe to partner with Delphi and benefit from its comprehensive product and service offerings. In order to be considered for membership of the network and promote their businesses under the Delphi Service Centre name, businesses must meet the following basic criteria.

» Type of Business

Businesses should be independent automotive repair garages offering a full range of maintenance and repair services. These may include, but are not restricted to:

- Vehicle manufacturers' interval servicing, including major and minor annual recommendations.
- General mechanical or cosmetic repairs.
- General fault finding and resolution.

Once appointed, the Delphi Service Centre may promote under this name, only those services for which it has received specific approval from Delphi.

» Location

The potential franchisee's premises should be located in area where there is a high density of motor vehicles, capable of generating a sustainable volume of business. The premises should be easily accessible and visible to potential customers.



» Premises

In order to maintain a high reputation in the locality, the premises must be well-maintained and present a professional image to the customer. Signage should be maintained in good order and accurately represent the services and brands offered by the business.

In addition, the premises should have the following as a minimum:

- An off-street parking area for customers' vehicles.
- A customer reception area which projects a friendly and welcoming image, with seating provided for customers.
- A-drive in service bay with at least one service ramp.
- Power and water supplies installed and maintained in compliance with local regulations.
- Facilities for disposal of fluids in compliance with local health and safety regulations.
- Exhaust extraction in accordance with local health and safety regulations.

All certification relating to health and safety and other local regulations should be maintained in good order and be available for inspection.

» Tools and Equipment

A full range of tools and equipment, appropriate to the types of service offered should be available, maintained in good condition and calibrated as required. This tooling should include:

- General repair tools for all makes of vehicle.
- Bespoke tooling as appropriate.
- A range of diagnostic tools, aligned to the local vehicle parc profile.

Where appropriate, evidence that the required calibration of equipment has been completed should be properly maintained and be available for inspection.

For more information about becoming a Delphi Service Centre please contact your local Delphi distributor.
Delphi Corporation: www.delphi.com

» Staff Training and Qualifications

All staff employed by the potential franchisee shall have received formal, recognised training in the services they are carrying out. Evidence that employees have completed the required courses should be maintained in good order and be available for inspection. Where necessary, employees must attend any ongoing or refresher training required to maintain their certification.

All staff employed by the potential franchisee should receive full training in Health and Safety measures in accordance with local regulations.

» Workmanship

The potential franchisee should:

- Repair and service the customer's vehicle in accordance with recognised specifications, either those of the vehicle manufacturer or the OEM.
- Guarantee their workmanship for a reasonable time/mileage, respecting and abiding by the statutory rights afforded to customers by law.
- Unless requested by the customer and subject to availability, supply service parts of an equivalent or matching quality to those fitted as original equipment.

» Commercial and Other Requirements

- Financial Stability – any potential franchisee must be operating a business which is financially sound. Evidence to this effect may be requested by Delphi or the Technical Partner.
- Insurance – the business must be in possession of adequate Public Liability and other insurance in accordance with local laws and regulations.
- Quality System/Code of Conduct – the business should be able to demonstrate that it operates in accordance with recognised quality standards. It should also be able to demonstrate that it ensures customers receive a proficient level of care and attention in terms of customer service, costs and charges, warranty and after sales service.
- Business Systems – on-premises internet access is preferred but not mandatory. This is to facilitate the updating of diagnostic software and provision of technical information.