

SIMPSON  
CARPENTER

VOSA

MOT Garage Satisfaction Survey 2008

January 2009

Job no: J45005

# Research objectives

- **Establish how well VOSA services are accepted**
- **Deliver customer insight for new “Customer Service Excellence Standard”**
- **Deliver the metric for the Secretary of State’s key targets for satisfaction**
- **Motivate and inform those tasked with improving satisfaction and delivering service improvement**
- **Help understand performance levels in all areas**
- **Identify differences in satisfaction between customer groups or segments**
- **Provide an incisive ‘call to action’ at a local level**
- **Provide a sustainable methodology**

# Research method

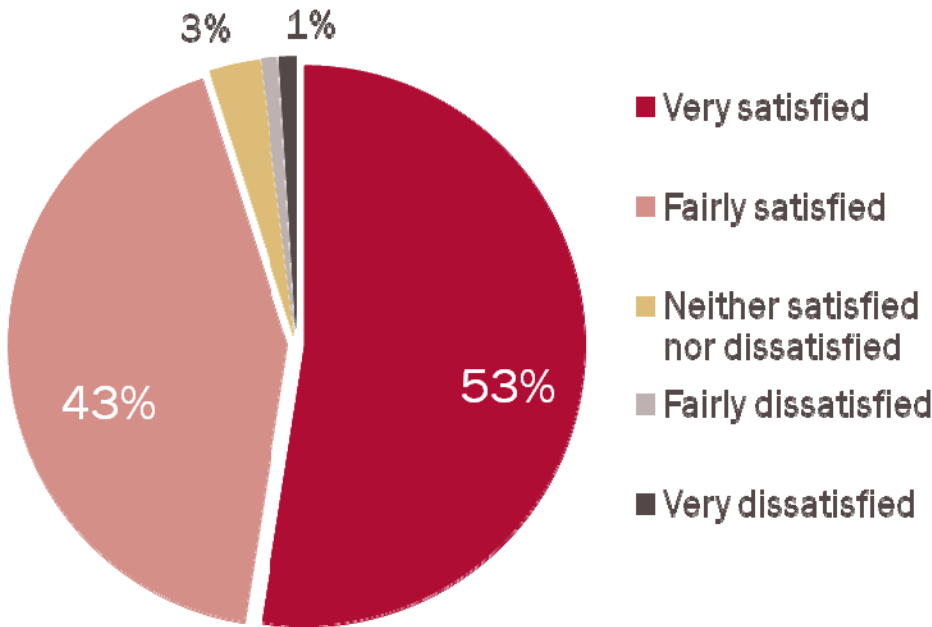
- **757 telephone interviews with a random selection of mainly MOT Site Managers/ Owners (83% with Managers)**
- **Sample was structured to ensure adequate representation of fast-fit chains, independent fast-fits, independent garages and franchised dealers, as well as garages with single and multiple MOT testers (red, amber & green status)**
- **Total data was weighted back to market incidence to reflect MOT garages overall**
- **All Government Office Regions were represented**
- **Interviews lasted in total around 15 minutes**
- **Fieldwork was conducted in December 2008**



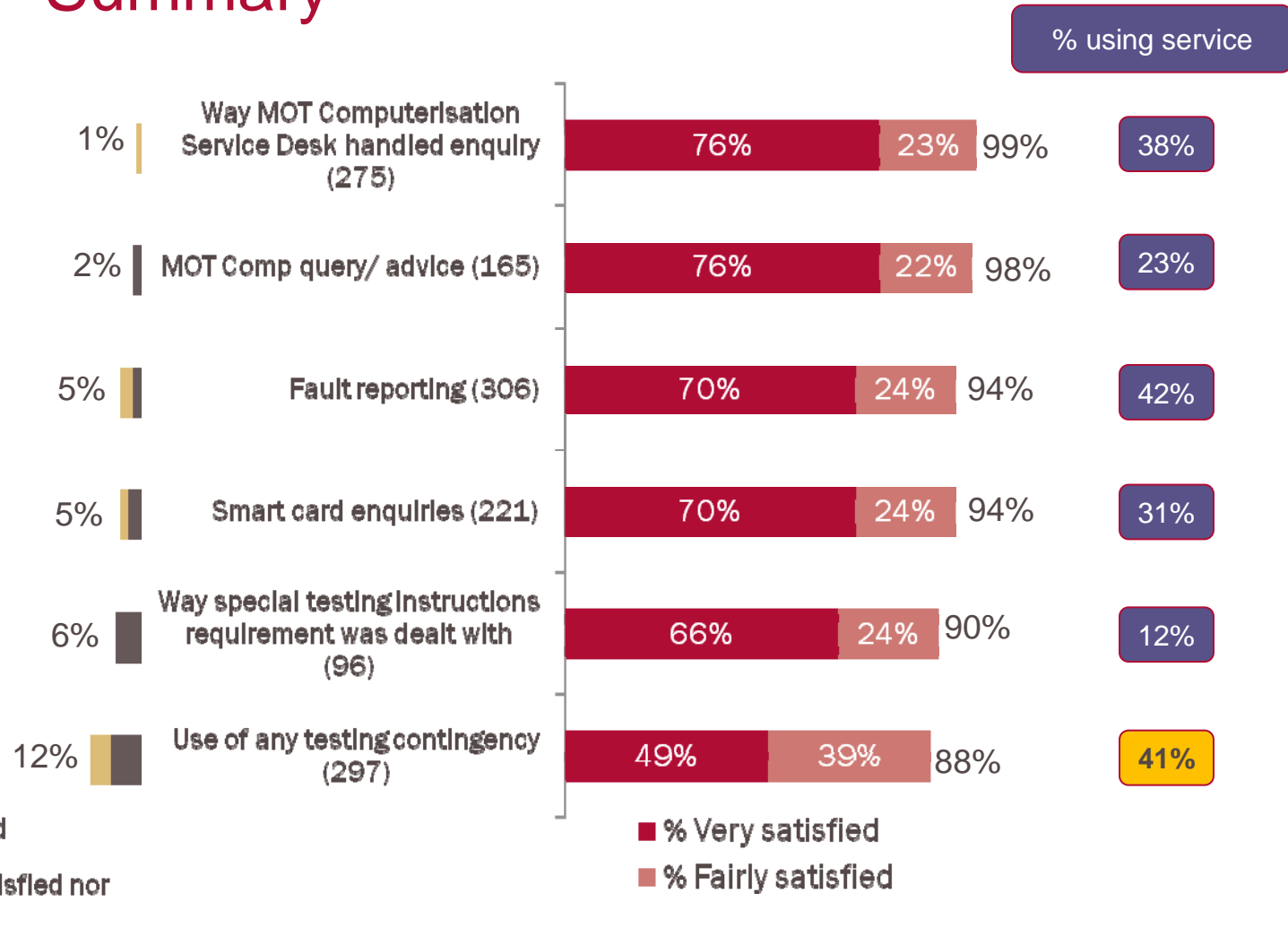
# Overall satisfaction with level of service from VOSA

## Overall satisfaction with VOSA service

(Base: All 757 MOT site personnel)

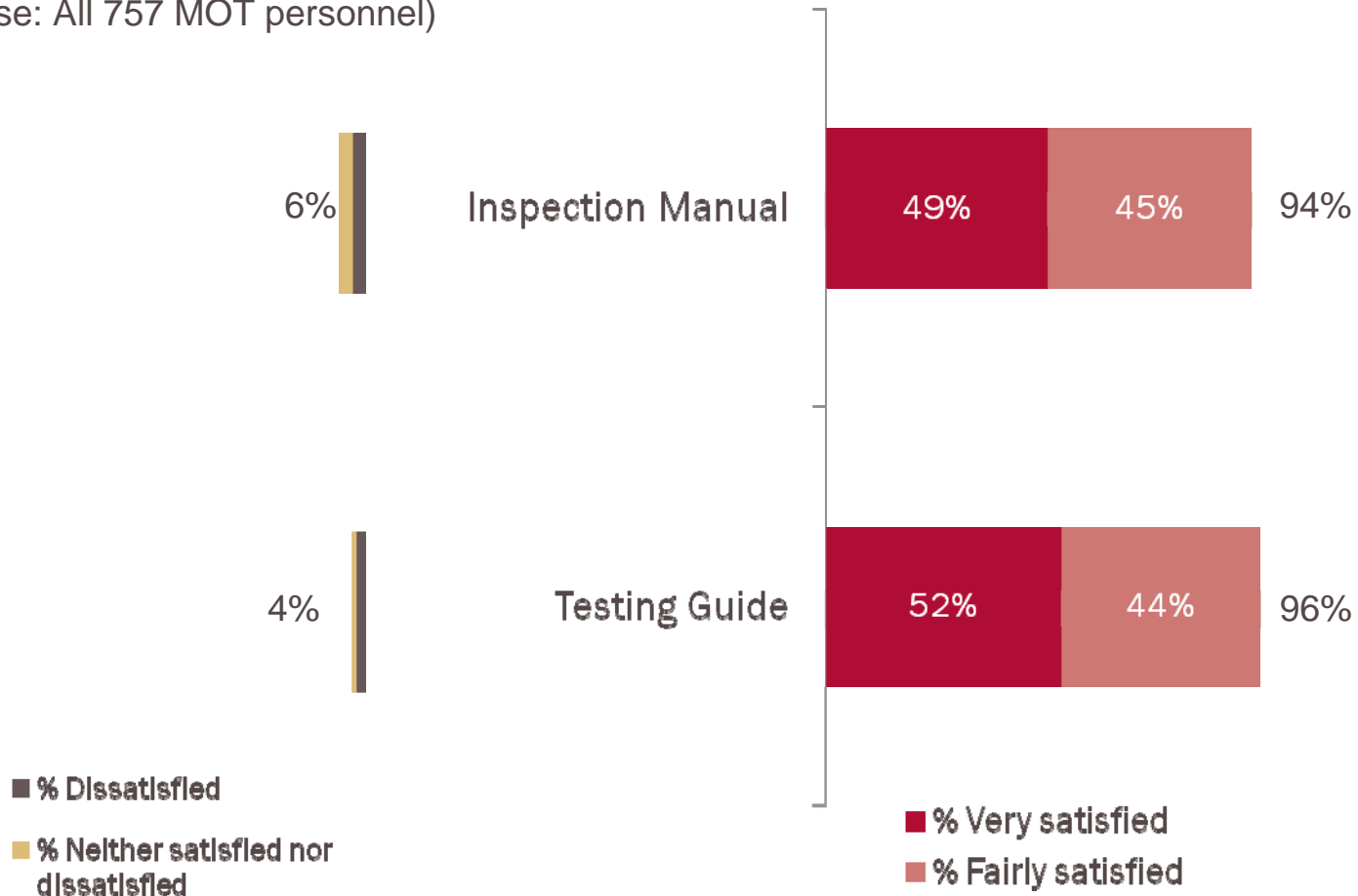


# MOT Comp Action - Service Satisfaction Summary



# MOT Comp Manual and Guide Satisfaction

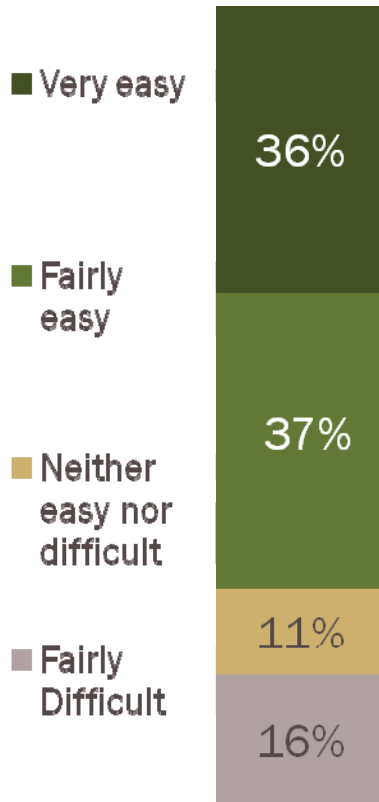
(Base: All 757 MOT personnel)



# Authorised MOT garage applications

(Base: 19 who made an application to become an authorised garage) (NB small base, use with caution)

## Ease of contact



## Satisfaction with process

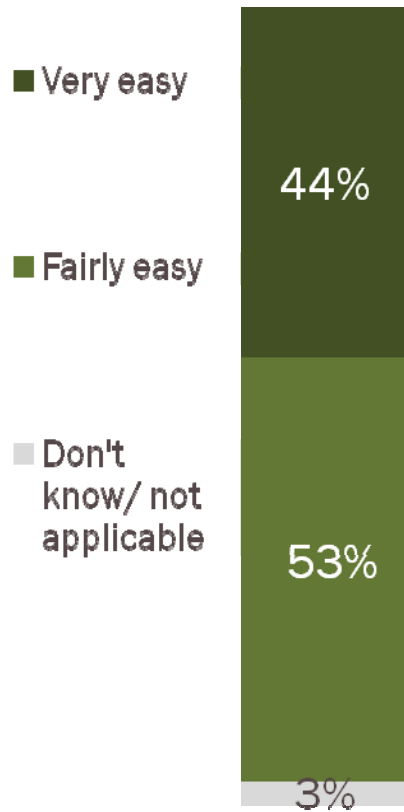


# Applications to become an examiner

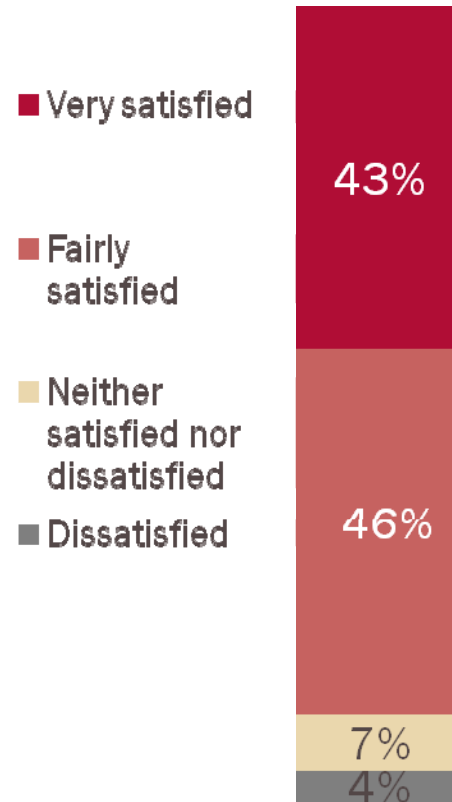
(Base: 35 who made an application to become an examiner)

(NB small base, use with caution)

## Ease of contact



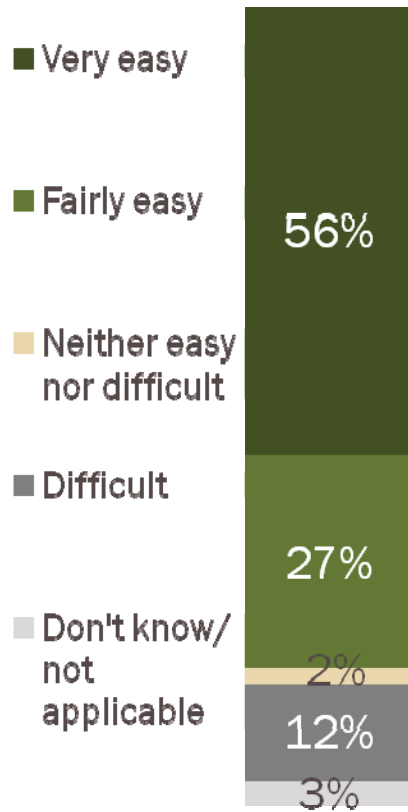
## Satisfaction with process



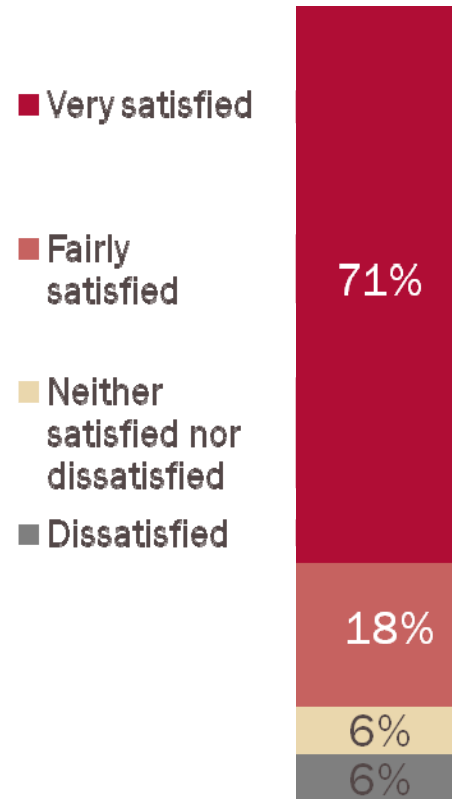
# Variations to MOT authorisation

(Base: 53 who made a variation to their authorisation)

## Ease of contact



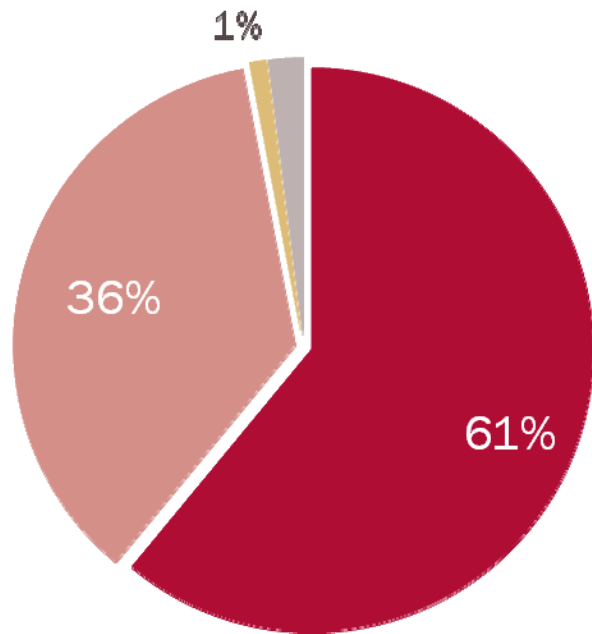
## Satisfaction with process



# Overall satisfaction with testing support from VOSA and the current testing process

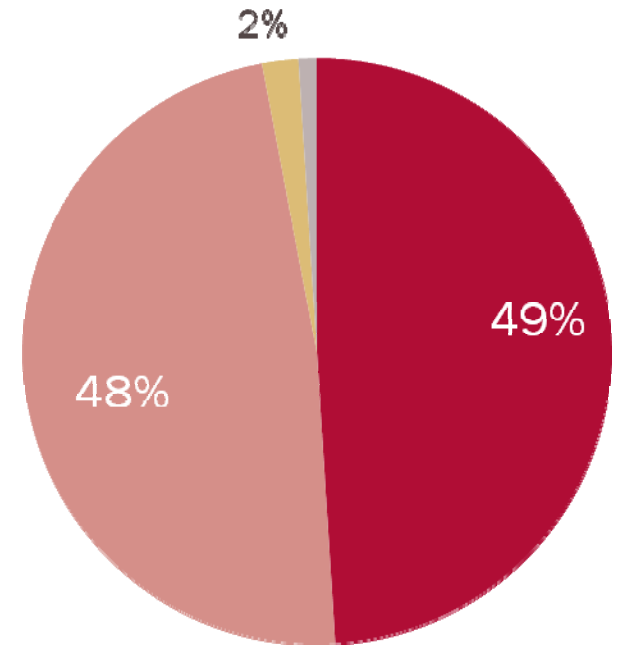
## Satisfaction with VOSA testing support

(Base: All 289 who had test-related contact with VOSA)



## Satisfaction with current testing process

(Base: All 757 MOT site personnel)

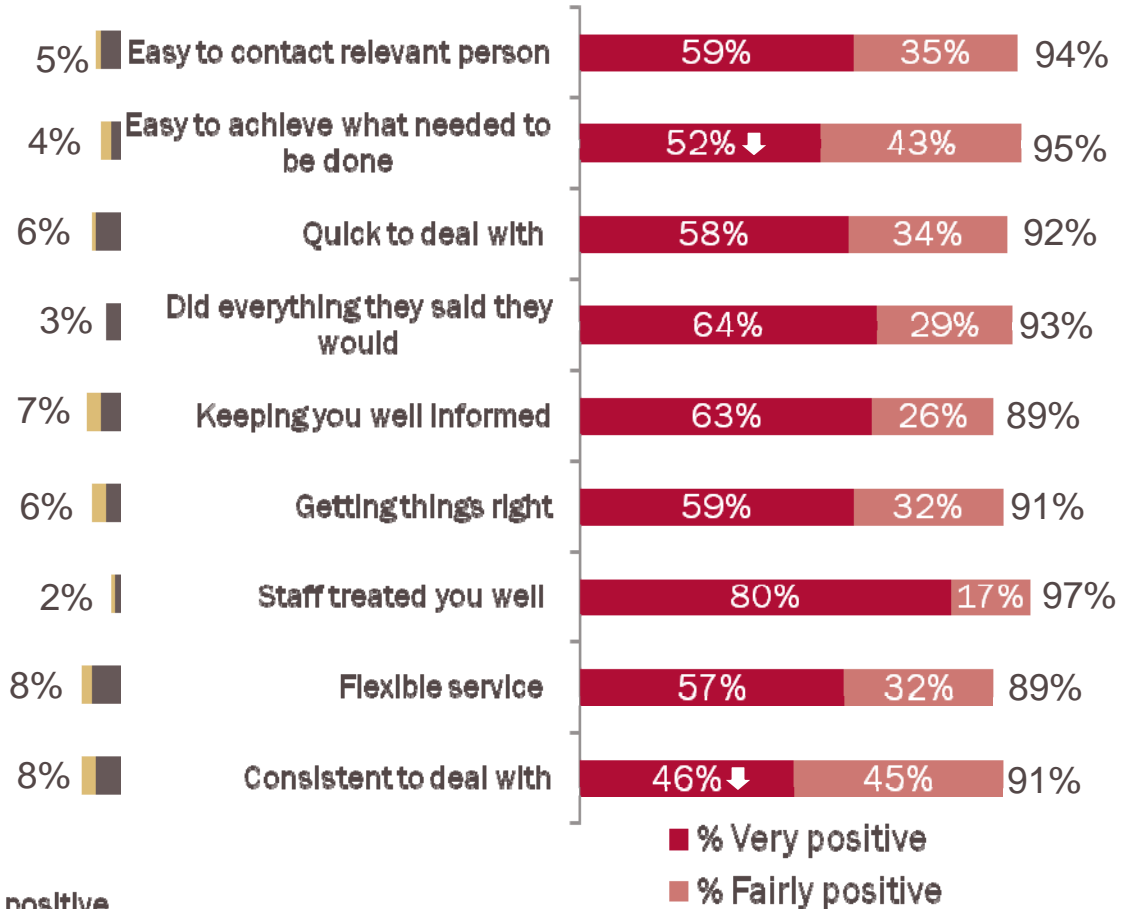


- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Very dissatisfied

# Overall testing-related experiences

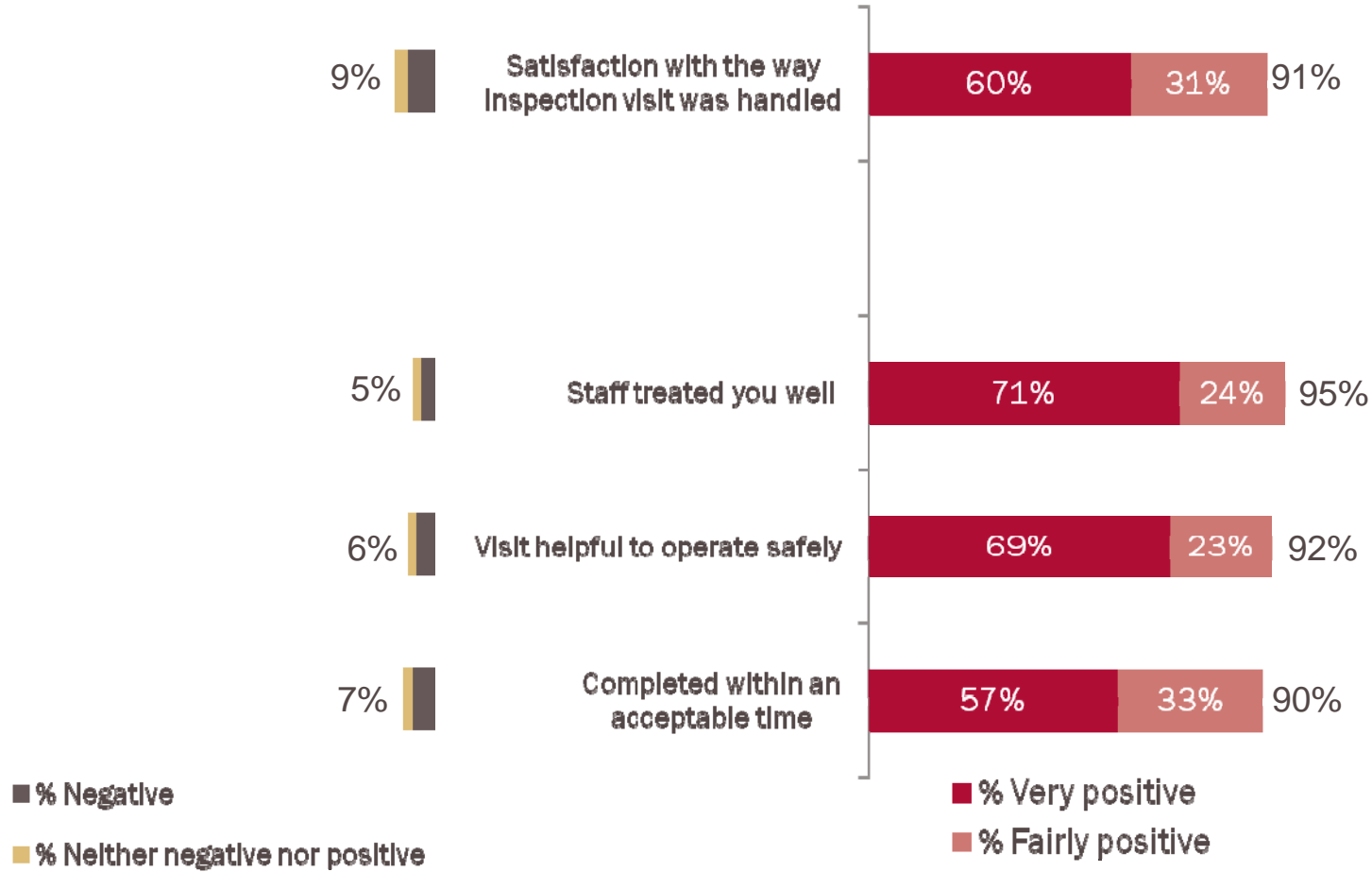


■ % Negative  
 ■ % Neither negative nor positive



# Overall inspection experiences and satisfaction

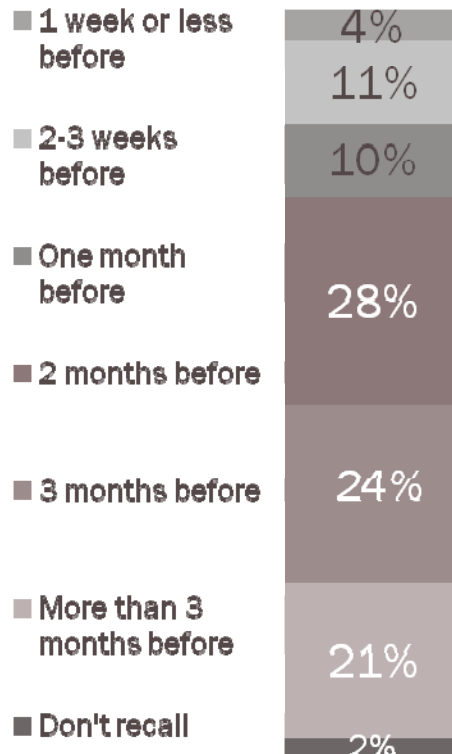
Base: All 330 who received a VOSA inspection



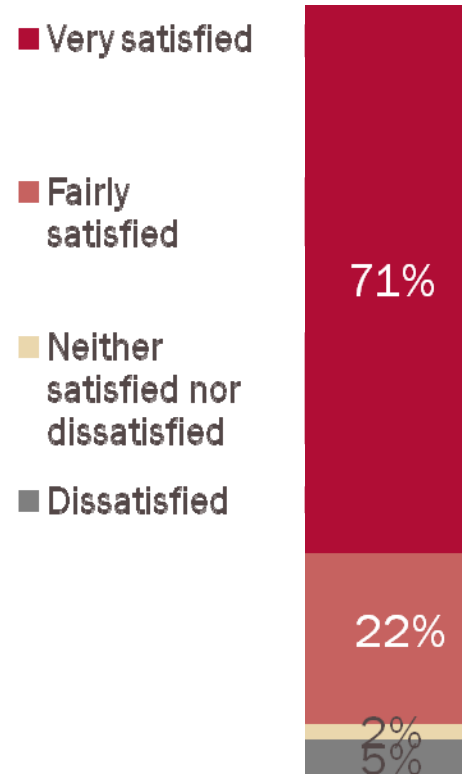
# Training course booking experiences

(Memo: 29% of all MOT site personnel had booked a training course)

**Lead time for most recent course booking**  
(Base: 208 who had booked a course)

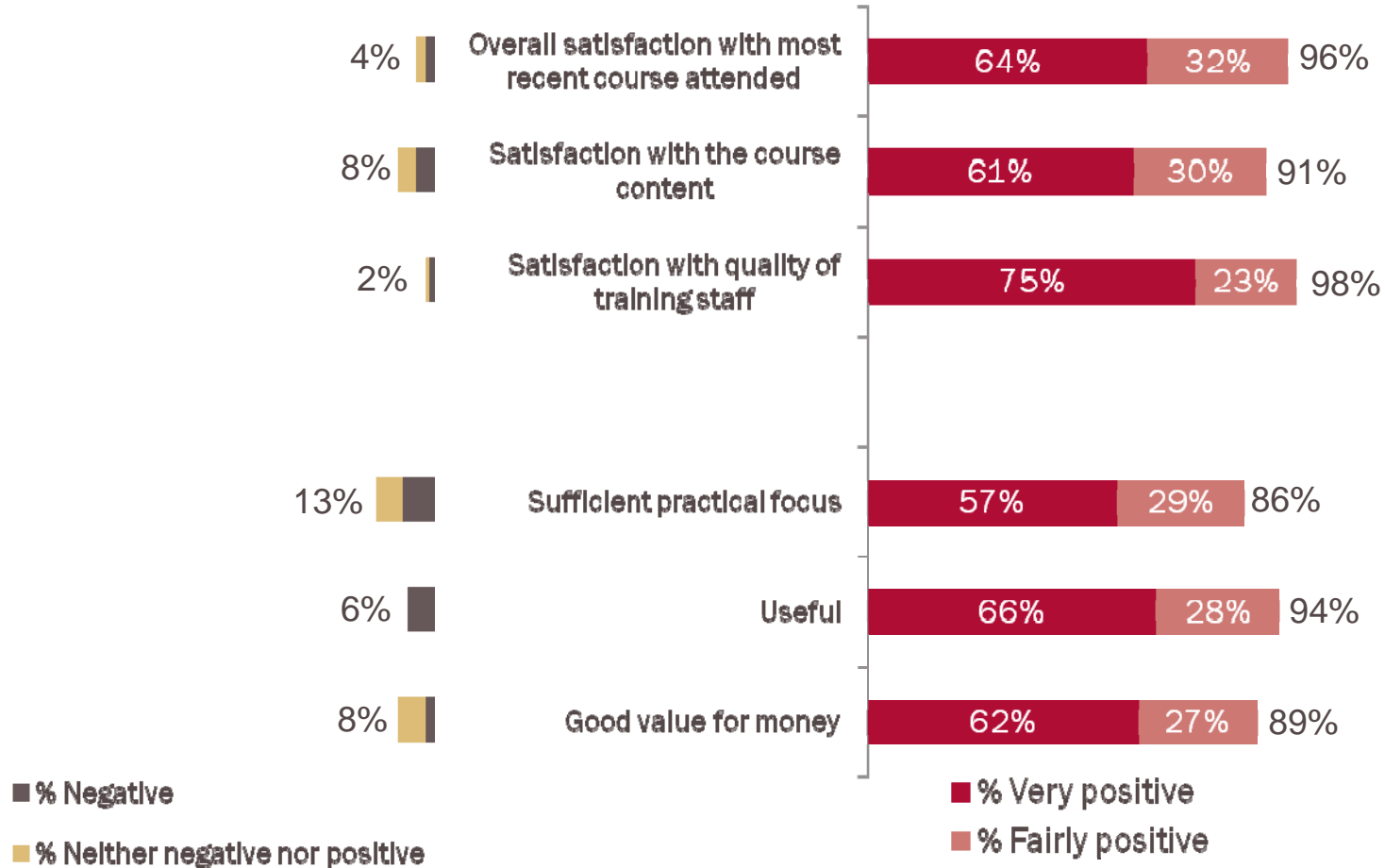


**Satisfaction with booking process quality**  
(Base: 208 who had booked a course)



# Overall training experiences and satisfaction

Base: All 119 who had attended a VOSA training course



# VOSA Communications satisfaction summary

## Communications Satisfaction

(Base: All 757 MOT site personnel)

