

NORTH WEST BODYSHOP SUPPLIERS

INDEPENDENT PROMOTOR OF MAIN DEALER PARTS, SERVICES & EQUIPMENT

NEIL BUCKLEY 07917 868203



THE BESPOKE SOLUTION TO ROAD TRAFFIC COLLISION UPLIFT & STORAGE



The newsletter supporting bodyshops!

In 2012 CMG broke into the world of television, debuting on Channel MY5 with 'Winter Road Rescue'. Following the success of the debut series, the second series is due to be released later in 2022.

Please Assist NWBS in fostering collaboration between Bodyshops and Main Dealers by taking a moment to complete this brief survey.

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The Anatomy of Profit

As engineers, we find it easy to understand the blueprint of how technical things work, but as owners and managers we fail to recognise and understand the Anatomy of Profit in our businesses.



Are you dreaming of your next getaway? Whether it's a sun-soaked beach retreat, a luxury villa escape, a thrilling golfing holiday, or an exciting weekend away, Jet Set with Ashlie has you covered! With years of experience in the travel industry...



The Lost art of Communication

Some of the enquires I get via my website. Ring me now. I have a query can you help? A rambling message that goes on an on, with an incorrect email address and no phone.....

Inspiring the automotive talent of the future

School of Thought Automotive



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Leading the Way

SPRINGBOARD

NORTH WEST BODYSHOP SUPPLIERS

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Future 2024 Magazines:

April/May/June

July/August/Sept/

October/Nov/December

Previous Newsletters



NWBS Newsletter



Hi All,

Well we are already half way through Q1, didn't that fly by.

May this Valentine's edition of the newsletter bring you joy! Consider bestowing a delightful escape upon your cherished ones with Jet Set featuring Ashlie in this special issue, or perhaps indulge in a cozy coffee and conversation at Venda Valet, always welcoming.

There are also a couple of great Bodyshop Spotlights, As always if you would like to be a future Bodyshop Spotlight just get in touch and let me know, I love promoting bodyshops I visit.

Also any Charity Events you have coming up in 2025 again please let me know so I can feature them in future editions.

You will see a Bodyshop survey in this edition which is open to all UK Bodyshops, I am trying to understand more what Bodyshops priorities are when it comes to parts supply maybe this will also highlight how needs differ depending on the size of your bodyshops.

I will publish the results in a future edition of the newsletter so please spend 5 minutes of your busy day completing the survey, It is very simple as you would expect from me!!

Anyway have a fantastic finish to February and onto a strong end to the Quarter in March.

As always get in touch with me if you need anything as most of you know I am that "One Stop Shop!"

Keep in touch

RegardsNeil

Neil Buckley

North West Bodyshop Suppliers Ltd

Mob: 07917 868203

Email: neil.nwbs@outlook.com

NWBS – NEIL BUCKLEY? WHAT MAKES HIM STAND OUT FROM THE CROWD?



I am a dedicated sales professional with a passion for helping and supporting my customers. My commitment to excellence is demonstrated by my drive to succeed, which has enabled me to specialise in helping main dealers and other partners sell parts and their products and services to the motor trade.

MY EXPERTISE

My expertise in this area makes me a valuable asset to any team or organisation that values customer service and sales success. My customers can trust that I will go above and beyond to meet their needs and ensure their satisfaction. Overall, I am an exceptional professional who is committed to making a positive impact in the Motor Trade industry. Contact me on 07917 868203.

NORTH WEST BODYSHOP SUPPLIERS LTD NWBS = YOUR ONE STOP SHOP





Jet Set with Ashlie

Your Trusted Travel Specialist

Are you dreaming of your next getaway? Whether it's a sun-soaked beach retreat, a luxury villa escape, a thrilling golfing holiday, or an exciting weekend away, Jet Set with Ashlie has you covered! With years of experience in the travel industry I am dedicated to helping you find the perfect holiday tailored to your needs and budget.

At Jet Set with Ashlie, I offer a wide range of travel options, including fantastic package holidays to stunning destinations, exclusive villa stays for ultimate relaxation, and attraction tickets to make your adventures even more memorable. No matter your travel style, I take pride in curating personalised experiences that will create lasting memories for you and your loved ones.

When booking with Jet Set with Ashlie, you can rest easy knowing that your holiday is protected. I am fully ABTA and ATOL protected, ensuring your financial security and peace of mind every step of the way. Your trust is my top priority, and I am committed to providing expert advice, seamless booking experiences, and outstanding customer service from start to finish.

Let me take the stress out of planning your next trip! Whether you're looking for a relaxing break, an action-packed holiday, or a cultural adventure, I am here to make your travel dreams a reality. Contact me today and let's start planning your perfect escape!

Jet Set with Ashlie

Because Your Holiday Should Be as Unique as You Are!

M: 07967 183066

E: jetsetwithashlie@gmail.com



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**MAXIMISE
YOUR REPAIR**

OPPORTUNITIES

AUTO LOGISTIC SOLUTIONS (ALS)

IN THESE UNCERTAIN TIMES, BE CERTAIN OF ONE THING.... **WE STILL PAY YOUR REPAIR INVOICES IN 24 HRS**, EVERYTIME....
FURTHER MORE YOU WILL ALWAYS ENJOY THE FULL ABP LABOUR RATES, **CURRENTLY UP TO £99/HR.**

SO IF YOU WANT GREAT SERVICE, RAPID RESPONSE, AND PAYMENT FOR YOUR WORK IN 24HRS, THEN WE WOULD LOVE TO HEAR FROM YOU.

WITH INDUSTRY LEADING HIRE COMMISSIONS AND NOW WITH OUR UNIQUE TOTAL LOSS UPFRONT PAYMENT PACKAGE FOR STORAGE AND RECOVERY CHARGES (£1300 FOR A PRESTIGE VEHICLE) THERE HAS NEVER BEEN A BETTER TIME TO CHANGE YOUR NON-FAULT WORKING PARTNER.

BASED IN THE NW WITH OVER 300 VEHICLES ON FLEET WE KNOW HOW TO SERVE YOU AND YOUR CUSTOMERS RIGHT.

CALL 0800 009 3296 TO FIND OUT HOW EASY IT CAN BE TO SIMPLY EARN MORE FROM YOUR NON-FAULT CASES.

**INDUSTRY LEADING ACCIDENT
MANAGEMENT**

**FIND OUT WHY SO MANY PEOPLE
TURN TO US**

Collision Service

Auto Body Repair



0800 009 3296



www.autologic.co.uk



SECURING NON FAULT REPAIRS

5 Tips to securing non-fault repairs.

- 1: Ask some simple questions at the start of doing an estimate as to who was to blame for the accident – you will be surprised as to how willing customers are in providing their views, particularly if its not their fault.
- 2: Remind your customers that they paid for their insurance to cover them should they cause an accident, and not for the benefit of the other driver.
- 3: Advise them that should they claim on their policy, fault or non-fault, they will pay up front their excess amount.
- 4: Also confirm to them that their policy is effected if there is a claim . Even if its isn't their fault, their policy will have a claim registered against it, and this WILL affect their premium amount, come the time of renewal.
- 5: Finally make them aware that if they let their insurer choose the repairer, then they will only be offered a small courtesy car while their car is being repaired. However by following your recommendations, they will be provided with a vehicle similar in size to their own.

There is only one way to ensure that;

A: Your client doesn't pay an excess

B: They keep their insurance no claims status clean

C: They get provided with a like for like replacement vehicle

D: And they have all the hassle and stress taken away from them



and that's to allow a specialist company to take the claim directly to the third party insurers on their behalf. If you follow these steps you will secure more repairs, securing top labour rates, being paid in 24Hrs, and you will earn more from your hire commissions.

NORTH WEST BODYSHOP SUPPLIERS



Please Assist NWBS in fostering collaboration between Bodyshops and Main Dealers by taking a moment to complete this brief survey.

United Kingdom Bodyshops Only

***NORTH WEST
BODYSHOP SUPPLIERS***

Please help us out by taking this five minute survey.

United Kingdom Bodyshops Only



WHY WE LOVE WHAT WE DO

www.motorclaimguru.co.uk



TIM KELLY
Director

Why do I love what I do?

I get the opportunity to re address the balance of power between insurers, customers and bodyshops. I love to play insurers at their own game, and see the joy in people when they get their desired outcome. Whether that be acting on behalf of a customer against an insurer, or training a bodyshop on how to run rings around one.

I love changing both the insurance and vehicle repair industry through the utilisation of knowledge.



PHIL SHEDDON
Director

Why do I love what I do?

This is an easy one for me to answer - as the majority of my clients are family-run bodyshops it brings real job satisfaction when I can see the stresses disappearing as our projects start to take shape and the financial burdens lessen on them. Some of the repairers that have come to me have been in really bad situations and being able to help turn those around is the most rewarding thing.



CALUM PHILLIPS
Director

Why do I love what I do?

There are many things I love about my job, firstly being able to create something innovative to try and help the industry, coming from a Bodyshop background, I know the daily struggles we have to deal with especially trying to get cars back to customers, so helping solve part issues goes a long way to help people. Another reason is all the people I get to speak to day to day, from Bodyshop's, recyclers, insurers, BSM's the list goes on. Lastly, the challenge, we have a clear vision for where we are going, yes there's bumps along the road, but that's part of the challenge.



NEIL BUCKLEY
Director

**NORTH WEST
BODYSHOP SUPPLIERS**

Why do I love what I do?

I love getting out on the road every day, meeting customers and listening to their needs/concerns/issues and then finding solutions and meeting and indeed exceeding their needs by using the relationships I have built with my partners who pay my wages to achieve this day in day out.

VENDA VALET LTD

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Types of Machines

- Free Standing Coffee Machines
- Table Top & Traditional Coffee Machines
- Snack & Cold Drink Vending Machines
- Fresh Food Machines
- Water Coolers & Taps

About Us

Founded In 1981, Venda Valet has been a main stay in the Northern vending industry ever since. The company originally started as an ingredient only company, however as time passed, the company moved into the machine and operating aspect of the industry, becoming a reputable name in the North West of England & beyond.

Venda Valet have a professional team of operators and engineers situated throughout the North West, whilst also using carefully selected partners in the rest of the UK. To uphold our reputation and retain existing customers we always ensure there's a healthy balance of clients and our resources so the service we provide remains at the highest standards.

What to Expect

- Regular Restocks of Machines
- 24H Rapid Response Repair Service
- Personal Service to Tailor Your Needs



"Great company to deal with. Provided and service our machine. All staff very friendly and go out of their way to help. Great products at competitive prices. Brilliant company to work to deal with. Highly recommend."



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WWW.VENDAVALET.COM



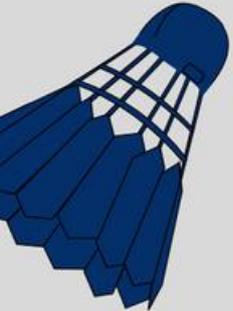
AVA



NARCS



MARCH FOR



25!

**for 4 chosen local
charities**



- AS WE TURN 25, WE WANT TO HELP SUPPORT LOCAL CHARITIES •
- THROUGHOUT MARCH •
- RAISING £2500, BY DOING 2500 MILES •
- RUN, WALK, CYCLE, OR ANY WAY YOU WANT TO DO IT •



**KEEP AN EYE ON OUR
SOCIALS FOR MORE DETAILS
AND WAYS TO DONATE**





Northern Accident Repair
Manchester

Narc's March 25

'This year we are celebrating our 25 Year anniversary of Northern Accident Repair
We are an award-winning accident repair centre with branches in Castleford, Halifax,
Rochdale and Manchester.

At Northern Accident Repair, we are committed to supporting the communities that have supported us over the years. In March 2025, all of our branches will be taking part in an exciting challenge to raise money for local causes that mean the most to us.

Our team of dedicated employees will be walking, running, cycling, swimming or any activity they can do as many miles as possible throughout the month of March to raise funds. Every mile completed is a step toward helping make a difference in our communities, and chosen local charity or good cause.

How You Can Help

We're asking for your support. Please donate to our campaign and help us reach our fundraising goal. Every contribution, no matter the size, will make a difference. You can also share our page and encourage others to get involved!

Together, we can achieve great things. Thank you for being part of this exciting journey and for supporting our efforts to give back to the communities that have supported us all along.

This will be running throughout the whole of March, and we will be celebrating the results in April for our 25-year anniversary.

Our employees are choosing 4 local charities to donate all the funds to.

Let me know what else you need from us, and I'll be happy to assist 😊

Link to fundraiser:

<https://www.justgiving.com/crowdfunding/narcsmarch25>

Regards

Chloe McManus

Customer Service Advisor – NARC Halifax



CMG

EUROPEAN DEPANNAGE



COMPLETE
RECOVERY
SOLUTIONS
WE HAVE IT
COVERED!



CMG are proud of over 40 years servicing the industry with the only complete recovery solution for every kind of breakdown or accident.

- Vehicle accident recovery
- Stolen vehicle recovery
- Vandalised vehicle recovery
- Off road vehicle recovery
- Bumt out vehicle recovery
- Immobilised vehicle recovery
- Extreme weather vehicle recovery

- Multi Vehicle recovery
- Recovery from restricted locations
- Full storage in secure compounds
- Reporting and Management Software support
- Full Customer Care package
- Bespoke Customer Portal
- Vehicle tracking



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OVER 500 OPERATORS

0800 282449 CMG

www.cmg-org.com

Constantly moving forward



OUTSOURCED VEHICLE RECOVERY WITH CMG: THE BESPOKE SOLUTION TO ROAD TRAFFIC COLLISION UPLIFT & STORAGE



Consciously or not, everyone who has ever travelled up or down the M1 will have seen CMG based at Newport Pagnell, with additional sites in Milton Keynes, Northampton and Coventry.

Insurance companies and post-accident vehicle recovery have never really gone hand-in-hand, but with the evolution of vehicle technology and the complexity of the powertrains in everyday motor vehicles, is it realistic to subject the body repair industry to a solution which fits better elsewhere?

Insurers asking bodyshops to complete vehicle uplifts free of charge as part of their existing service is not good business for anyone, especially when spiraling costs and other demands are being placed on body repair centres.

How can CMG help?

CMG provide a bespoke Vehicle Recovery solution for insurance companies and bodyshops alike, allowing both partners to carry on doing what they do best.

Shifts in the vehicle repair industry have been significant in more recent years, particularly with the greater introduction of Hybrids, Plug in Hybrids and EVs. This has expanded across the light commercial vehicle sector, ignoring all of the additional technology which is loaded across various manufacturers and models. It's a maze to work through for both industries, be it body repair or vehicle recovery.

Working closely with mainstream insurers, body repair groups and independent body repair networks has enabled CMG to more clearly understand frustrations within the repair supply chain, such as a lack of onsite parking and storage whilst waiting on parts, or whilst pending collection by salvage partners.

CMG have built bespoke packages for insurers, repairers and repair network groups by expertly managing the whole process in accordance with regulatory and legislative compliance.

A family run business since 1972, CMG initially delivered breakdown and rescue services to their local area of Hemel Hempstead, before expanding to heavy recovery and opening a new depot in Newport Pagnell back in 1977. Providing services to breakdown and rescue clubs, police forces, the Highways Agency, Border Force, vehicle, caravan and motorhome manufacturers, plant and machinery manufacturers, insurance companies and claims management companies, CMG work for and on behalf of insurers based in and around Europe.

Nationwide Fleet Assistance. CMG's comprehensive network of specialist technicians are fully equipped with spares and tools, resolving up to 85% of all vehicle faults at the roadside.

Rescue Transportation and Logistics. With an extensive range of transport and recovery vehicles, backed by highly skilled technicians and over 50 years of business experience, CMG provide a professional service supporting the breakdown, rescue, transport and logistics industry across the UK and Europe.

Automotive Logistics. CMG's purpose-built transporters are designed to protect and secure the vehicle on its journey, including safe loading and unloading. All transportation vehicles are also equipped with real time tracking, as well as a bespoke job management system.

Control Room. CMG's key operational functions are supported by a secure 24/7 x 365 control room, which provides a bespoke FNOL solution and 'out of hours' hub for those in need of support.

Frequently Asked Questions

How many recovery vehicles do you have?

CMG have around 165 vehicles, including specialised equipment for complicated recovery situations.

Do you offer 'out of hours' services?

CMG can adhere to bespoke requirements for the individual client, whether this involves operating their FNOL in an 'out of hours' situation or supporting their overflow volumes during the day. Everything is negotiable, even down to surge planning for weather events.

What types of vehicles do you recover from Road Traffic Collisions?

CMG recover every vehicle type, from motorbikes and cars through to supercars and the largest HGV's, cement mixers and cranes. CMG will attend to the simplest road traffic collision, right through to some of the more complicated recoveries in obscure locations.

How often do you provide updates during a recovery operation?

Updates vary according to need, and it's another service that can be tailored to each of our partners' requirements. CMG's 24/7 x 365 control room can arrange communication through text messaging or calls, supported all the while by a bespoke computer system to offer a complete picture at your fingertips.

For more information about CMG, visit their website:
<https://www.cmg.org.com/>

Alternatively, please contact Mike Hawcroft via email:
mike.hawcroft@cmg.org.com

Jason Brice,
Managing Director, CMG



CMG



CMG

CMG Winter Road Rescue 1
11K views • 11 year



CMG Winter Road Rescue 2
7.1K views • 11 years ago



CMG Winter Road Rescue 3
6.6K views • 11 years ago



CMG Winter Road Rescue 4
8.2K views • 11 years ago



CMG Winter Road Rescue 5
34K views • 11 years ago



CMG Winter Road Rescue 6
23K views • 11 years ago





BetaGroup

Service you can trust

The UK's leading independent spraybooth aftercare specialists.

Our services:

- Servicing of every make and model of spraybooth across all industries
- Breakdowns & remedial repairs
- Filters manufactured and dispatched on time - directly from our North West factory
- Temperature analysis and calibration
- Legislative testing
- Equipment calibration
- Breathing Air Quality (BAQ) testing
- WallMan supply and maintenance
- New equipment - full range of new spraybooths

We employ highly skilled engineers throughout the UK to offer a truly nationwide quality service, ensuring our rapid response at local level can be applied to larger national accounts.

Rapid and effective 24hr breakdown cover

Full National coverage

Dedicated customer support team

Safe Contractor approved

P601 Accreditation for LEV Thorough Examination and Testing (TEXT)

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Over 30 years experience



Technical Expertise



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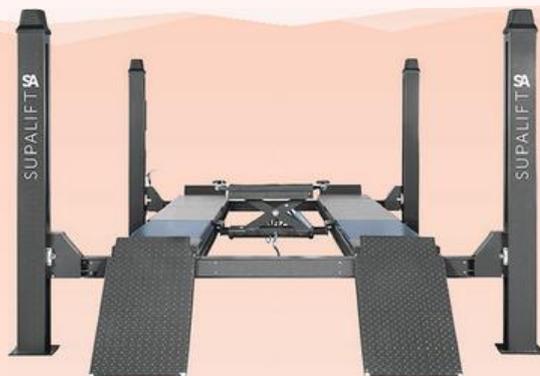
Supalign have provided a wide range of vehicle lifts, wheel aligners, tyre changes, and ADAS calibration tools to complete a modern workshop.

Scan to see the Supalign range...



SUPALIGN 4 POST WHEEL ALIGNMENT LIFT

Length: 6190mm / Width: 2875mm



- 🏆 5000kg Lifting Capacity
- 🔒 Electrical Locking System
- ➕ For Surface or Recessed installs

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- 🔧 Includes Protectors & Extentions

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Installed by BWS Expert Engineer



- 🏆 3000kg Lifting Capacity
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IDEAL STARTER LIFT

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Do you need long mole grips or clamps to hold panels?

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Versatile

Perfect for use on aluminium or steel panels



Easy to Use

Use single handed and reach more places



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Clips can be reused for years into the future

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PLIERS

£20

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8x CLIPS

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exc. VAT



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Your one stop shop for bodyshop



BWS



BODYSHOP SPOTLIGHT

Specialist in vehicle body repair, paint and refinish.

About Us

Situated in Stockport. JSO Autobody use the latest technology, equipment and techniques. JSO Autobody are very passionate and take pride within the repair, paint and refinish process which is reflected in the outstanding finished product. Director / Paint Technician - Jamie Oliver, has over 10 years experience in vehicle repair, paint and refinishing. Within those 10 years Jamie has worked in one of the North West's leading vehicle repair centres, Lloyds Autobody. Having worked on high end, prestigious vehicles not only for high end clients and celebrities but also having done limited 1 of 1 custom paint work for Bentley Mulliner, which has allowed Jamie to gain the experience and to understand self pride in repairing and painting vehicles to a precise high standard. Following on from Jamie's successful career working with high end vehicles, he had a vision of opening JSO Autobody and made it a reality in August 2023.

Services

- Scuffs, Scratches & Dent Repairs.
- Accident Damage.
- Paint Customisation.
- Vehicle Lease Returns.
- Vehicle Paint Correction.
- Vehicle Refinishing.
- Wheel Refurbish.
- Welding.
- Replacement Panels.
- Body Kit Paint & Fixing.
- Non Fault Claims.



From accident damage to paint customisation... Or even if your pride and joy just needs some love and attention. Please don't hesitate to get in touch and we promise to make your journey with JSO Autobody outstanding.



Scan Me



07728 371 948



info@jsoautobody.com



JSOAUTOBODY.com



Unit 2 New Zealand Road,
Stockport, SK1 4AG



JSO



THE PORTAL



www.schoolofthoughtautomotive.co.uk

School of Thought Automotive actively engages with young people in schools, colleges and communities to promote automotive careers but also to educate on work experience, internships, apprenticeships and job roles.

School of Thought have created **THE PORTAL**. A free way to get your company in front of our next generation of staff.

By being visible in **The Portal** pupils and students can communicate with local companies if they are looking for Work Experience, an Apprenticeship or a job in the industry.

School of Thought will be opening up the portal in time for Apprentice Week, Careers Week and Automotive Careers Week to over 2.9 million young people through our learning app partner and promoting at all our attended careers events in 2025.

Registration couldn't be easier and takes just a few minutes.

Step 1) Log on to www.schoolofthoughtautomotive.co.uk

Step 2) Register for AWE24 today - select 'I am an Employer'

Step 3) Complete sections 1-3 of the registration form & submit

The Anatomy of Profit

As Engineers, we find it easy to understand the blueprint of how technical things work, but as owners and managers we fail to recognise and understand the Anatomy of Profit in our businesses.

In the complex world of Accident Repair, success doesn't just happen, it must be planned for. In the white noise of a hectic accident repair centre, owners and managers can, and often do, make the simple mistake of looking around their business, and believing that a busy reception, a packed compound and the phones ringing their little bells off, equate to 'being profitable'. However, and without doubt, the sheer volume of evidence often drowns out the logic of simple arithmetic, especially in the mind of the unwary.

On one hand owners and managers can be convinced that a crowded yard, a busy reception and a choked-up workshop must be the disciples of profit. Yet it's possible that the same volume of work, when its analysed carefully, could so easily be the outriders of financial doom, and without the correct education, processes and tools needed to tell the difference, what might first appear as "*the cavalry, riding to the rescue,*" could actually be the sonic boom that accompanies business failure".



So how can you take a Vision, and turn it into Victory?

There is a common misconception for many if not most Accident Repair Centre owners, about starting, running and growing their accident repair business. Many owners begin their ventures, based on their technical skills, but lacking a comprehensive understanding of business operations. These misconceptions lead to the "Entrepreneurial Myth" that being good at repairing damaged vehicles, automatically qualifies them as being able to run a successful Accident Repair business. Believe me, (and I have fallen foul of this in my younger days) "there is more to repairing cars, than just repairing cars".

LESSONS:- An important lesson, worth taking the time to comprehend, is that the technical work of the business, and the business that does the technical work are two separate things. The business (any business) is there to make a profit, and repairing damaged vehicles just happens to be the agent by which you extract one from the other

START UP OR SCALE UP: If you are a startup, or an established business, if you wish to scale up and grow from retail or trade work, and enter the arena of insurance approval, you have little choice but to understand the following:

- What you know as a technician won't work as an entrepreneur
- Working ON your business is wholly different to working IN your business
- You will have to Standardise your Processes, before you can Optimise your Profit
- You will have to clearly define your GOALS, establish your STRATEGY and consistently apply defined TACTICS, as these three elements of growth, are the building blocks of success.

In short, understanding the landscape of your business, and creating a structured approach is the only sure fired way to achieve long-term success.

Want to know more? Why not book a no obligation strategy call to see how we could help you move from Vision to Victory

Here's What previous Clients have said about our programs

- **DB – Aftersales Director:** “James has an innovative approach to the problems of our industry, and how best to address them”
- **NT – Group Aftersales Director** “James Has remarkable knowledge for profitability and provides unrivalled support in this very harsh industry”
- **AB – Manging Director:** “James is highly understanding of the issues we face is always Able to resolve them to our benefit”

**Are you Ready to Improve?
Call us on 07956 202722 or
use the QR Code for more
contact information**



The best way to predict the future, is to create it



Are you a Five Star Business? With our training you can be. Education is key to making your business better.

How much time have you spent working 'on' rather than 'in' your business?

Did you know you can provide training to your staff whilst they are furloughed?

Mental health is an important thing. How valued do you think your employees would feel if you were to continue investing in their personal development whilst they are not in work to plan for when you restart. Investing in them is investing in your business, this will make it stronger.

Are you planning 'now' to hit the market running at full speed when restrictions are lifted?

Now is the time to work 'harder' and 'faster' to capitalise on this extra resource of time in order to make your business the best it can be! Then add 'more' to it.

Are your family of workers invested in your journey and their future?

Motor Claim Guru is running a series of training sessions that WILL 100% guarantee to make your business more profit.

Motor Claim Guru guarantees that if your business does not increase its profit as a result of the training, it will refund you in full for that session.

How to overcome the obstacles Insurers place in front of you.

This is the foundation of the training you will be provided with, which we will then build on.

For this course on "How to overcome the obstacles insurers place in front of you". Go to our website www.motorclaimguru.co.uk Fill in the contact form, provide your details and we will send what content is covered.

This course is ONLY provided to bodyshops, we will not provide this course to any insurer, accident management company or engineering company.

This course is aimed at:

Your brand ambassador's that are reception staff.

Your VDA's.

Your bodyshop managers.

This training is to help 'YOU' and 'OUR' repair industry.

Motor Claim Guru Ltd gets ONLY five star reviews on Google! Click here to see for yourselves.

These people are your customers. Be a "Five Star Company" and help consumers like these choose YOU as their repairer.



BODYSHOP SPOTLIGHT

Autoworx: A Journey of Growth and Excellence

Fourteen years ago, I started Autoworx with nothing more than determination and a passion for delivering quality. The early years were tough, as we worked tirelessly to establish ourselves in the industry. After six years of relentless effort, we faced a major turning point when we were forced to move premises. It was then that I made a bold decision to purchase the unit we now call home.

With the move came an opportunity to refocus and elevate the business. Thanks to the encouragement and support of our paint supplier, we decided to embark on the journey to achieve BS10125 compliance—the gold standard for vehicle repair quality and safety. This was a major undertaking that required us to reflect on who we were as a company and identify the steps we needed to take to reach this ambitious goal.

It was during this period that we were introduced to ARC Support Services Ltd and James Clifford, whose expertise was instrumental in helping us navigate the process. Together, we analyzed every aspect of the business, identified gaps, and put strategies in place to ensure we met the rigorous requirements of BS10125. After 12 months of hard work, we passed our very first BS10125 audit with zero advisories—a remarkable achievement that filled us with pride.

This milestone marked a turning point for Autoworx. The recognition of our efforts inspired us to aim even higher. We maintained our focus on growth and excellence, working tirelessly to improve our processes and build our reputation as a trusted name in the industry.

Winning the Repairer of the Year award just 12 months later was an unforgettable moment for everyone at Autoworx. It validated all the long hours, challenges, and hard decisions. To have our efforts recognised at such a high level made every sacrifice worth it.

Today, we remain committed to the values that brought us here: quality, integrity, and a drive to keep improving. Looking ahead, we have ambitious plans to expand into a larger, purpose-built workshop that will allow us to further grow the business and better serve our customers.

The journey hasn't always been easy, but every challenge has made us stronger. Autoworx is more than just a business—it's a reflection of the hard work, passion, and resilience of our entire team. Together, we look forward to the future and the opportunities it holds.



Autoworx Blackburn LTD

Unit 11 Ramsgrave Business Park, Pleckgate Road, Blackburn, BB1 8RP

01254 246465 / blackburnautoworx@gmail.com

The LOST ART OF COMMUNICATION..



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The Lost art of Communication



Some of the enquires I get via my website.

Ring me now. I have a query can you help? A rambling message that goes on and on, with an incorrect email address and no phone number. A statement rather than a question. I have made an insurance claim and my insurance company is not treating me fairly.????

Or the worst, someone phoning me early hours on a Sunday morning (4.30 am) leaving a message insisting I speak with them, as "they needed me urgently", even though my number is not public? And they must have done a fair search to find it, have been on my website where I advise that I am web based only.

How many of the above would call on you as the reader to 'want to provide assistance'? Ranging from the downright rude, aggressive, demanding "Ring me now", to a simple lack of thought, none of them would lead to a reply where I can provide any meaningful assistance.

Catch me on a bad day, they might even receive a pointed reply as I lose my patience dealing with people who clearly don't want to put any effort into an issue that is causing them hassle. If you were the person who rang on the Sunday morning, they would have had a new orifice torn.

Some might say that is unprofessional, I see it as respect. If someone does not respect you in their first communications?

A question could be asked, if they cannot be arsed, why should I? In fact, I often find it as a key indicator that if I do end up carrying out services for them, they are in general the worst customers as they never do as asked, and create miles more work.

The amount of emails I receive from bodyshop that don't even say 'who' the email is from, let alone does it have a signature on the bottom, address and contact phone number. If you read Gary Chew's article last month on social media, he references the importance on that specific point. (page 22 on the Get Personal Section).

Removing Obstacles

When communicating with people, certainly in a written format, whether it is in either seeking help or providing a response, you need to remove any barrier that would stop the other person from wanting to communicate with you. I would suggest reading that statement again!

Has that hit home? Imagine if every communication you made derived a direct benefit?

When all parties are clear on what is being communicated, pathways are forged and things happen.



School education

When I left school, I left without any qualifications in either English Literature, or English Language. At no point did anyone distinguish the difference of the two, or the significance or importance of either. In hindsight, I wish a teacher at some point had taken the “time and effort” to do so.

My apologies if you see any errors in my grammar on any format you might happen to see it, It drives both my Dad, and my lovely missus crackers. I am often corrected.

I wanted to take languages at school, but was stopped from doing so due to an overlap in the options I took, which I found very frustrating. But not nearly as frustrating as wanting to communicate whilst abroad with someone in their native tongue. (amazingly , beer helps and becomes a Babel fish). But what to do now I have given up drinking beer?

But what drives that frustration? It is the ‘want’ , ‘need’ and ‘desire’ to both be understood and to understand those you are communicating with.

What about other ‘non verbal’ ways of communicating? Beer and lots of arm waving can go a long way on holiday, but the informational cues we provide with , Eye contact, body language and gestures re-inforce what we are saying verbally.

There are times when they can be incongruous to what is exactly being said. I often speak /write about marketing, if you use images in your marketing, make sure it aligns with the text.

“We Carry out cheap cost effective repairs” picture of a Ferrari on a business card.

“ the future of cost effective smart repairs” Showing a cartoon figure using equipment from the 50’s a compressor to blow up tyres, no ppe and blowing paint into the street.

Communicate effectively

Be clear, concise In the information that you are using, don’t send mixed messages, make sure that in whatever means of communicating you use, the other party will not just reply out of some feeling of obligation, but actually want to communicate with you!

Make sure you then give them the resources to be able to, ie, Identify who you are as a person, Name, Signature, email address, business address, phone number, but also in what format you wish to communicate.

I personally do not use whatsapp for business, and do not present my phone number anywhere, as I am a web based platform. This way, I control how and who I communicate with. For others , you may want to be using this to see images to create estimates.

Put thought into your communications and chose your tools wisely, learn how to use them effectively.

And then what? Funny things happen when you interact with people, engage with them on your social media, speak with them at trade shows, speak with them on the phone, you move away from just being a business, but to a person they relate to and want to do business with.

Handheld Spot Cure UV Curing Lamp

Part Number: R800801

UV SpotCure is a robust, easy-to-use, hand held UV-LED dryer designed for professional use. The UV SpotCure is equipped with four 100W LED modules emitting UV and visible light, clearly making this unit the powerful, portable UV-curing solution. Reduce your curing times from minutes to seconds. Stands are available!



Normal List Price £2000 + VAT
Special offer price £1499 + VAT

Spray Gun Holder

Part Number: EGH

Stainless steel construction with space for two spray guns and integral spray filter holders.

Designed to be wall mounted with magnetic fixings or standard screws.
L x H x D (cm)
14 x 23 x 20



Normal List Price £52.55 + VAT
Special offer price £39.00 + VAT

Spray Gun + Disposable Cup Cleaner

Part Number: RQR - 20 Quick Rinse

The Redashe QuickRinse is a totally new device, developed to enable body shops to use disposable cups to their full potential. The QuickRinse is a pneumatic rinsing device, which can be used inside the spray booth, it dramatically increases the benefits of using disposable cups and quickly cleans the paint channels between colour changes.



Normal List Price £715 + VAT
Special offer price £637 + VAT

Digital Paint Room Heater

Part Number: IFCWM1000

The Redashe increased safety convection heating panel can be ceiling or wall mounted, ideal for heating paint mixing rooms and small storage areas. Combined with the new 7 day programmable digital thermostat, saving money on protecting your scheme has never been easier. Our new waste paint funnel will come free with your purchase, and add convenience to your work day!



Normal List Price £1440 + VAT
Special offer price £1400 + VAT

New Infrared Lamp

Part Number: GJJG - 6CW

The Redashe GJJG-6CW Infrared Curing Lamp is equipped with a gas assisted pivoting arm and easy to use lamp handles. Moving the lamp into position over a roof or bonnet is a breeze. The 6CW is fully equipped with both distance and temperature sensing giving full control of the curing process to the user. This accuracy is what makes all the difference, ensuring a perfect finish.



Normal List Price £1665 + VAT
Special offer price £1486 + VAT

New Infrared Lamp

Part Number: GJJG - 3CW

This light comes with a easy to use soft touch display panel that allows for 5 fixed programs, full bake, and a flash off feature to ensure all solvent has been released, before fully curing the paint. The soft touch digital display allows control of both power and time giving flexibility for paints and putties. Supported by three powerful, adjustable 1000 watt lamps, primer and top coat can be cured in just minutes. With the ability to adjust each lamp individually, it is perfect for curing around a wing or bonnet.



Normal List Price £1045 + VAT
Special offer price £930 + VAT

New Infrared Lamp

Part Number: GJJG - 3TW

The Redashe GJJG-3TW Infrared Curing Lamp is equipped with a gas assisted pivoting arm and lamp handles, alongside an easy to use digital display that allows for a reduced power flash off and full power program. The digital display allows control of both power and time, giving flexibility for paints and putties. Supported by three powerful 1000 watt lamps, primer and top coat can be cured in just minutes.



Normal List Price £949 + VAT
Special offer price £845 + VAT

New Infrared Lamp

Part Number: GJJG - 1TW

The Redashe GJJG-1TW Infrared Curing Lamp is equipped with both a detachable handheld lamp and lockable wheeled stand.

This light is very easy to use with its simple mechanical timer allowing for the light to be put into immediate use without set up. Supported by a powerful 1000 watt lamp, primer and top coat can be cured in just minutes.



Normal List Price £199 + VAT
Special offer price £170 + VAT

15m Tundra Air Hose

Part Number: TRB6100

Working temperature range: -40°C to 65°C.
Working pressure up to 300 psi.
Resists kinking even under pressure.
3/8" hose c/w 1/4" BSPF ends.
Hose Length: 15m



Normal List Price £48.47 + VAT
Special offer price £39.00 + VAT

15m Safety Spring Rewind Hose Reel

Part Number: C2782A

Multi-functional Hi Vis safety spring rewind air hose reel has an automatic rewind system which prevents the hose from bunching when retracting the hose back. The slow retraction system will prevent the hose from speeding back to the reel if the operator accidentally lets go of the hose.

Max Pressure: 300 psi
Normal List Price £185.76 + VAT
Special offer price £132.00 + VAT



3pc 1/2" Dr. Deep Impact Socket Set

Part Number: RA44905MP

3pc 1/2" Dr. deep impact socket set supplied in robust case. Sizes included: 17, 19 & 21mm Colour coded to easily identify sizes Rotating coating prevents damage to alloy rims during use. Slim, protected sockets to avoid damaging the rims.

Normal List Price £35.00 + VAT
Special offer price £30.00 + VAT



3pc Bolstered Scraper Set

Part Number: RA9CJ023

Polished Stainless Steel for durability and strength
Includes 1 x 32mm wide straight scraper, 1 x 32mm wide bent scraper & 1 x 50mm wide straight scraper.

Soft grip handles for comfort and ease of use
Tetherable lanyard hole

Normal List Price £39.00 + VAT
Special offer price £35.00 + VAT



4pc Mini Hook & Pick Set & Trim Pad Removal Tool

Part Number: RABT-KIT

4pc mini hook and pick set complete with polypropylene ergonomic handles.

Contains: Bent Tip 45°, Bent Tip 90°,

Hook & AWL.

Blade length: 76mm

Ideal for installing and removing O-rings, seals & washers, making holes in leather and fabric, scraping difficult to reach areas, aligning & scribing.



Trim Pad Removal Tool

Removes door upholstery without causing damage.

Length : 240mm.

Tip Width: 9mm.

Extra flat fork, ideal for mitigating staples and plastic clips from door trim.

Non-slip handle made from PP + TPR resins.



Normal List Price £25.00 + VAT
Special offer price £22.00 + VAT

9pc Colour Coded Hex Key Set

Part Number: RAAL0918

9pc Colour coded ball head extra-long hex key set contains H1.5 (pink), H2 (violet), H2.5 (light blue), H3 (green), H4 (yellow), H5 (orange), H6 (red), H8 (violet), H10 (dark blue).

Ball pointhead for 25° tilt.

Folding plastic case to easily pull out the keys.

Ideal for tight spaces.

Normal List Price £30.00 + VAT
Special offer price £27.00 + VAT



6 Pin Punches Set

Part Number: RA1006PRN

6pc pin punches set ideal for removing pins and rivets with ease.

Contains: Ø2 x 30, Ø3 x 40, Ø4 x 50, Ø5 x 50, Ø6 x 50, Ø8 x 50.

Supplied with heavy duty storage pouch c/w reinforced hanging eyelets.

Normal List Price £35.00 + VAT
Special offer price £30.00 + VAT



Rechargeable Slim Floodlight

Part Number: JBSFFLY10 (Yellow)

Part Number: JBSFFLG10 (Green)

Part Number: JBSFFLR10

The professional slim foldable rechargeable flood light has two light settings emitting either 400 or 800 lumens.

Charging Time: Approx. 5 Hours

Operation Time: Approx. 2 to 4 Hours

Normal List Price £50.00 + VAT
Special offer price £35.00 + VAT



Foldable Rechargeable Worklight

Part Number: JZ101

The JZ101 has a 10W COB LED which produces an exceptionally bright floodlight area. In addition to the strip light there is a 200lm LED end light which provides an additional directional / torch function. 10W COB LED for a wider and brighter lighting area.

Unique spring loaded clamping base.
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Special offer price £22.00 + VAT





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DVT001



Dynamic GPS 24 vehicle tracking system (DVT001) with an intuitive platform, making it easy to navigate on any PC. There is also an App available on both Android and IOS for those on the move. When installed in fleet vehicles, cars, vans, recovery vehicles, HGV's, it offers numerous benefits. Firstly, it enhances operational efficiency by providing real-time data on vehicle locations, The reporting suite will give you journey reports and more enabling you to show proof of deliveries, qualify drivers time sheets, allowing for optimized route planning and reduced fuel consumption. This leads to significant cost savings. Additionally, vehicle tracking improves safety and security by enabling swift responses to emergencies and deterring theft through constant monitoring. It also aids in compliance with regulatory requirements by maintaining accurate records of driving hours and vehicle usage.

Overall, vehicle tracking systems contribute to better fleet management, also increased productivity, and enhanced customer satisfaction through timely deliveries and services.

D Add a V body



LIVE AI Dash-Cam with Dynamic GPS 24 vehicle tracking (DVT002) gives you all the features of DVT001 plus you have a forward-facing Live Dash-Cam, plus either an internal cab camera or rear external camera. You can view live any camera.

Enhances driver safety by monitoring driver behaviour and providing real-time alerts for issues like drowsiness or distraction. This proactive approach helps prevent accidents. Secondly, it improves fleet management by recording incidents. In the event of an incident, you can easily search and download footage to identify any situation, providing valuable data for training and performance reviews. Additionally, the internal cab camera promotes accountability and transparency, as it captures interactions within the vehicle, which can be crucial for resolving disputes or verifying events. Overall, an AI Dash Cam camera boosts safety, efficiency, and accountability within fleet operations.

DVT003



LIVE multi-camera system with GPS 24 vehicle tracking (DTV003) featuring a solid-state hard drive storing footage from up to 4 cameras, giving you all the features of DVT001. Providing comprehensive surveillance by capturing multiple angles around the vehicle, enhancing security and safety. The internal AI cab camera enhances driver safety by monitoring driver behaviour and providing real-time alerts for issues like drowsiness or distraction, enable real-time analysis and alerts for potential hazards, improving driver awareness and reducing accidents. The solid-state hard drive ensures reliable and durable storage of high-quality video footage, which is crucial for incident review and evidence collection. Additionally, this system supports remote monitoring, allowing fleet managers to oversee operations and respond promptly to any issues. Overall, it enhances safety, security, and operational efficiency within fleet operations.



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SPECIAL OFFER PRICE £1335.25 + vat

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BODYSHOP SPOTLIGHT

Why not put the spotlight on your bodyshop within NWBS Newsletter.



Advertising your bodyshop in NWBS Newsletter can be a great way to reach a targeted audience of car enthusiasts and potential customers. By placing an advertisement in the newsletter, you can showcase your services, highlight your expertise, and attract new business. The newsletter is distributed online to over 1000 businesses subscribers, including car bodyshops, car owners, and other industry professionals. This means that your advertisement will be seen by a highly engaged and interested 3500 + LinkedIn Readers, who are more likely to take action and contact you for services. So why not take advantage of this valuable advertising opportunity and promote your bodyshop to the NWBS community today?



THIS PAGE COULD BE YOUR BUSINESS!

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GDI Services

Specialists in OE Dealer Diagnostic Procedures,
ADAS Calibrations, Key Programming, Air Conditioning,
Resetting of Dashboard Warning Lights

HYUNDAI & KIA

KDS ON-LINE

Diagnostics

GDI have made a substantial investment in the OE Hyundai & Kia Main Dealer Diagnostic tools.

We are now an approved independent with full access to the on-line programming, coding & secure gateway servers.

All new Hyundai & Kia vehicles from 2024 have a secondary secure gateway lock preventing any other tool to carry out any special functions including ADAS calibrations.

GDI can now complete on-line Programming, Coding and **ADAS calibrations** for all Kia & Hyundai vehicles.

Please Note all Hyundai & Kia vehicles require bumper removal for Front Radar Calibration

GDI Services

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GDI Services

Specialists in OE Dealer Diagnostic Procedures,
ADAS Calibrations, Key Programming, Air Conditioning,
Resetting of Dashboard Warning Lights

VOLVO & POLESTAR ON-LINE Vida Diagnostics

ADAS Calibration, Programming, Coding & configuration of New ECU Modules.

Using our new Volvo main dealer diagnostic tool, software and On-line account we can open the secure gateway and carry out all the above tasks safely and securely.

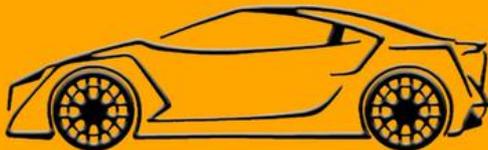
Only the main dealer diagnostic equipment can be used on the very latest Volvo and Polestar Vehicles all are fitted with a secure gateway that blocks aftermarket tools from completing specialist functions Including ADAS Calibration.

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 - 1 x M12 Charger
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M12FBFL10-0

**M12™ FUEL 10MM BANDFILE
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3/8" Pivoting Ratchet
3/8" Deep Sockets - 10/12/13/14/15/17mm
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**Screwdrivers-PZ0 / PZ1
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School of Thought Automotive

School of Thought launching a new Advisory Board in 2025

We have the first three young industry professional lined up to be part of "Springboard" someone from your company could be next.



“Springboard,” is our new advisory group for young people in 2025 which will help to shape School of Thought.

Members of Springboard being closer to the age groups School of Thought focus on and will advise us and assist by reviewing how we develop our website, presentations, event participation, methods, messaging, social media effectiveness and how we can all engage with pupils, students and young people in the community.

This is a watershed moment for the Automotive Industry and we must all scale up our activities but in a way that will be effective. The current and future generations are looking for different things when considering the industry they want a career in.

So why Springboard?

School of Thought are looking for young people from various sectors, and we aim for the group to reflect diversity in backgrounds, experiences, and education. Sharing unique career journeys and motivate students to consider a career in Automotive.

The "Springboard" members will be an advisory board of young non-executive directors (NED's) sharing ideas, giving advice and direction. Springboard will also give this young board an opportunity to achieve, grow and develop new skills and be influencers in the industry and contribute to making the difference.

School of Thought Automotive



Ways young people can contribute

They will provide continuous advice on engaging with young people, understanding what matters to their age group, and introducing effective outreach strategies which will be invaluable.

Sharing their own journey into the automotive industry and offering guidance based on recent experiences will resonate more effectively with young people, as they will relate better to someone who has recently navigated similar paths, whether that was when choosing their options, exams, careers events, work experience, apprenticeships, internships or just straight from school.

The board will also be members of our events team and advise on activities on stands at events such as The British Motorshow to attract and engage with not only young people but also parents, carers, teachers, careers advisors and the industry

If they are over seventeen, we can also register them as STEM ambassadors. This will enable them to accompany us to events and represent their company in schools and colleges, should they feel confident in doing so; we will provide full support for this role.

Commitment

We are Initially looking for **10 Springboard members** and we plan to meet virtually four times a year and aim for an in-person gathering later on. The advisory board will create a specific WhatsApp group for sharing information and ideas to drive School of Thought into the future.

If you have a young employee who you think can steer School of Thought into the future and wants to learn more, please contact us.

The goal is to have this new group established by March 31st, so don't delay and **"spring into action"**.

Contacts: Dave Reece – dave@ready4work.uk

Julie Eley – julie@ready4work.uk

Website: www.schoolofthoughtautomotive.co.uk





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