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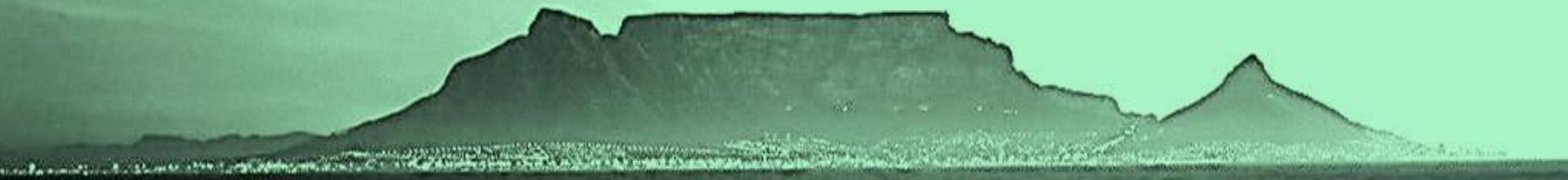
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# The German “Third Party System” used for Periodic Technical Inspection

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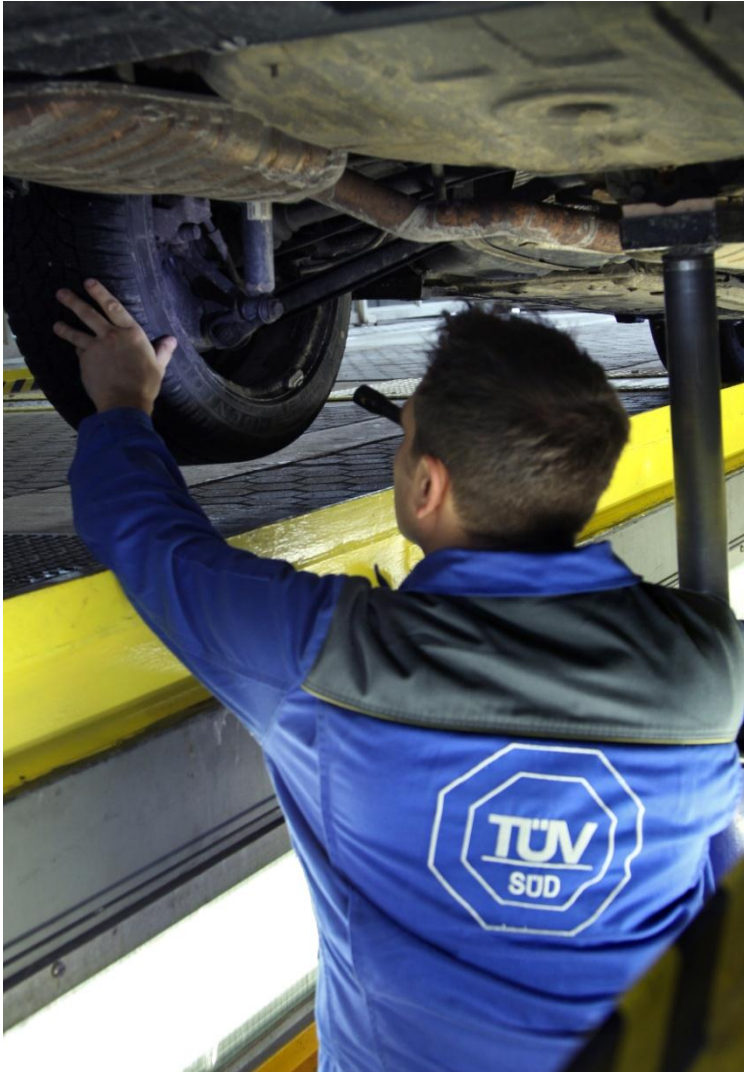
Auto Service

Mehr Sicherheit.  
Mehr Wert.

# The German “Third Party System” used for Periodic Technical Inspection (PTI)

Operating with the International  
Quality Standard EN ISO/IEC 17020  
for Inspection Bodies

Gerhard Müller



How should a modern PTI look like?

Introducing EN ISO/IEC 17020:2012

PTI System in Germany

Efficient Measure for Quality Management

Movie about Unannounced Re-Inspections

**Periodic Technical Inspection (PTI)**



Continuous maintenance of vehicles



Safe and environmentally acceptable  
condition



**Road Safety  
Environmental Protection**

## Periodic Technical Inspection (PTI)

- independent and impartial
- free of conflicts of interest
- quick and cheap
- commonly accepted, valid and customer-friendly



- high quality level
- consumer protection
- people trust in the result of PTI

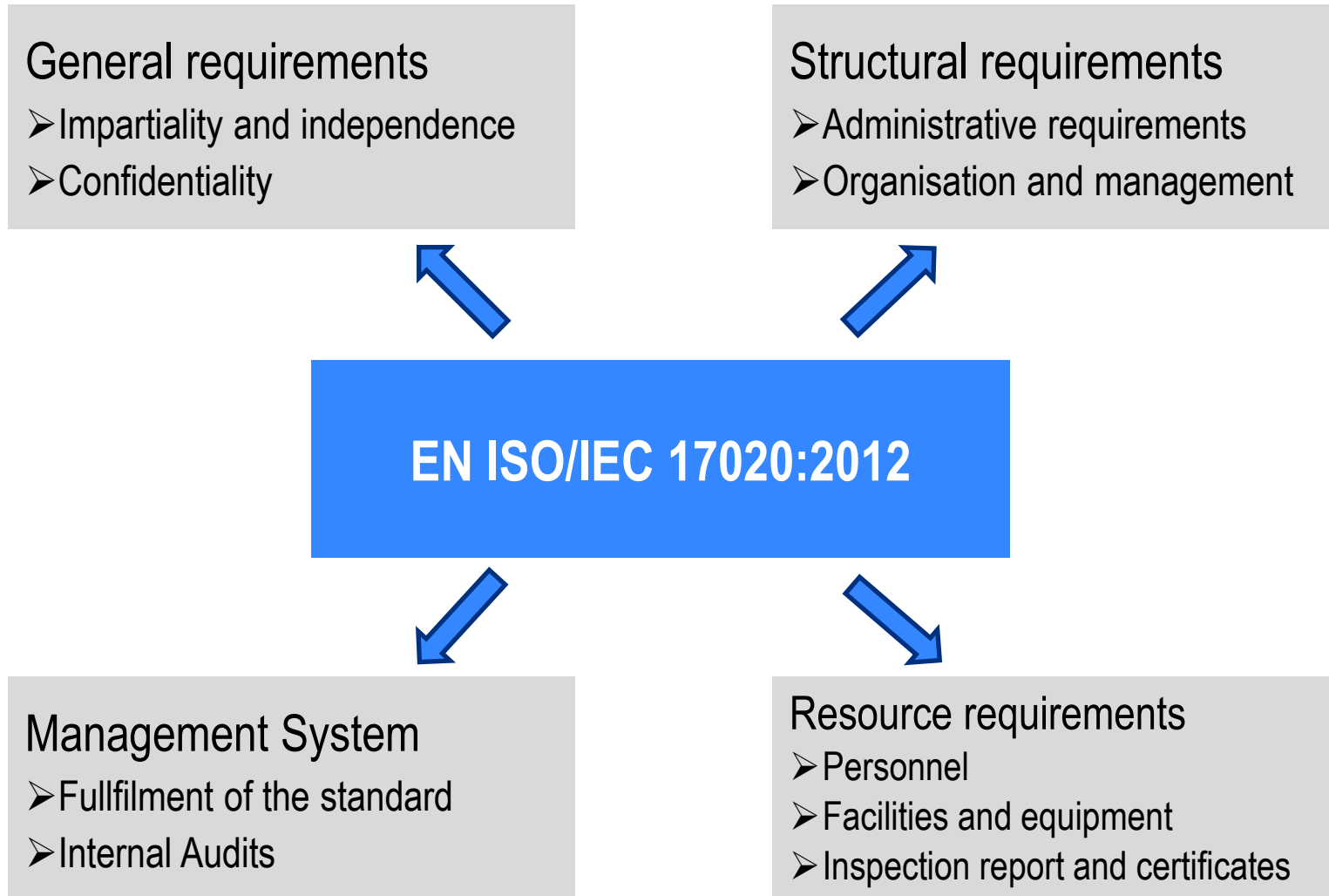
## Third Party System operating with EN ISO/IEC 17020

The inspection body and its personnel shall

- not engage in any activities that may conflict with its independence of judgement and integrity
- not be engaged in the design, manufacturing, supply, installation, purchase, ownership, use or maintenance of the item inspected



**Private Bodies used for PTI  
authorised and supervised by Public Authority**



## 17 authorized organisations operate in workshops and own inspection centres

- several organisations operate in the same workshop
- competitive situation
- limited function of market mechanisms for quality



## 16 Federal States are responsible for supervision

- own diagnosis
- quality reports
- complain evaluation



## Objective: enhanced quality supervision of PTI services

- all important PTI companies are participating
- regulation and analysis by means of an independent institution (QM e.V.)



## Additional measure: Unannounced Re-Inspection

### Conditions

- uniform measuring method for determination of PTI quality
- nationwide application according to same standards
- neutrality by means of auditors of different institutions

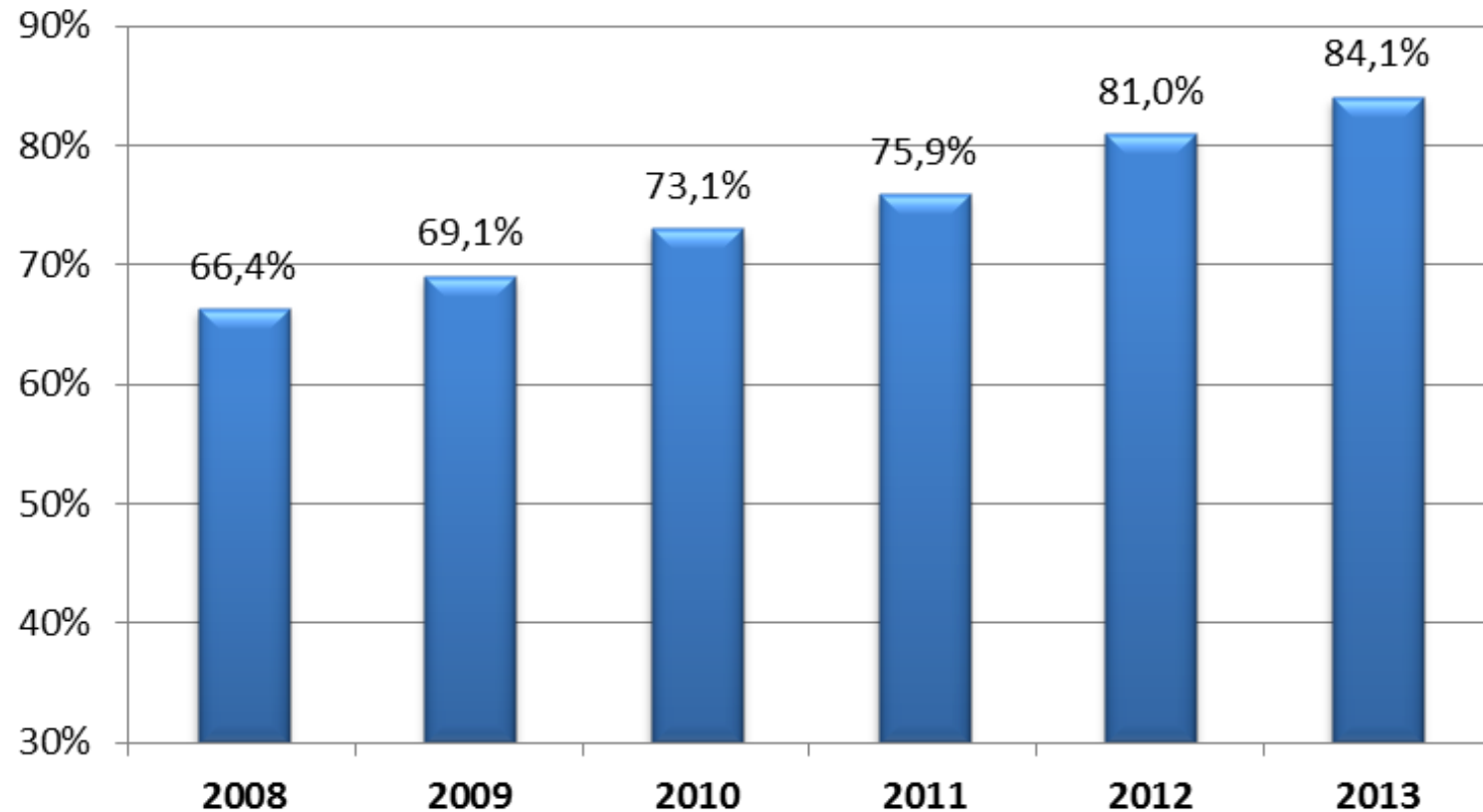
# Movie about Unannounced Re-Inspection



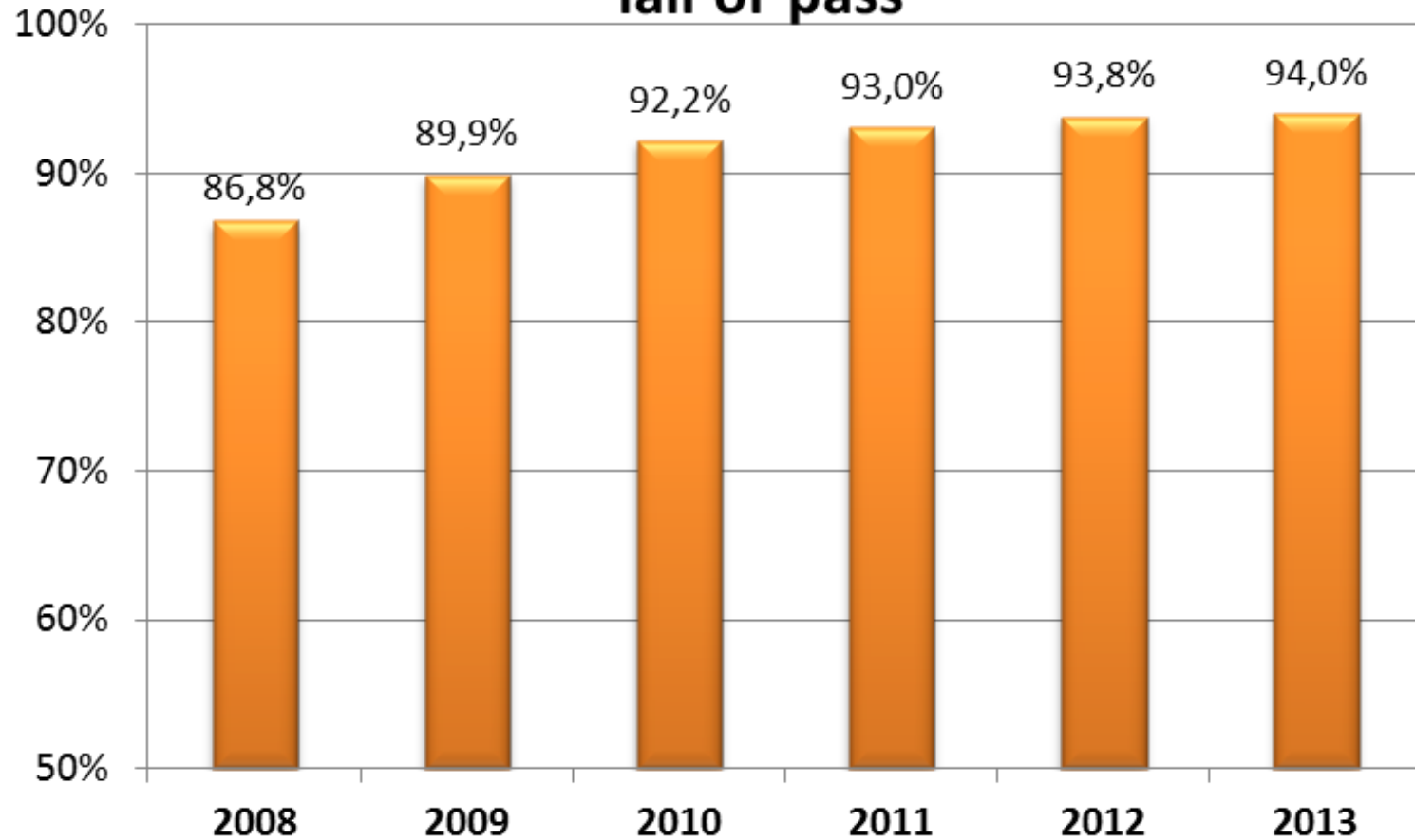
Movie about the system of equal quality checks:  
Unannounced Re-Inspection



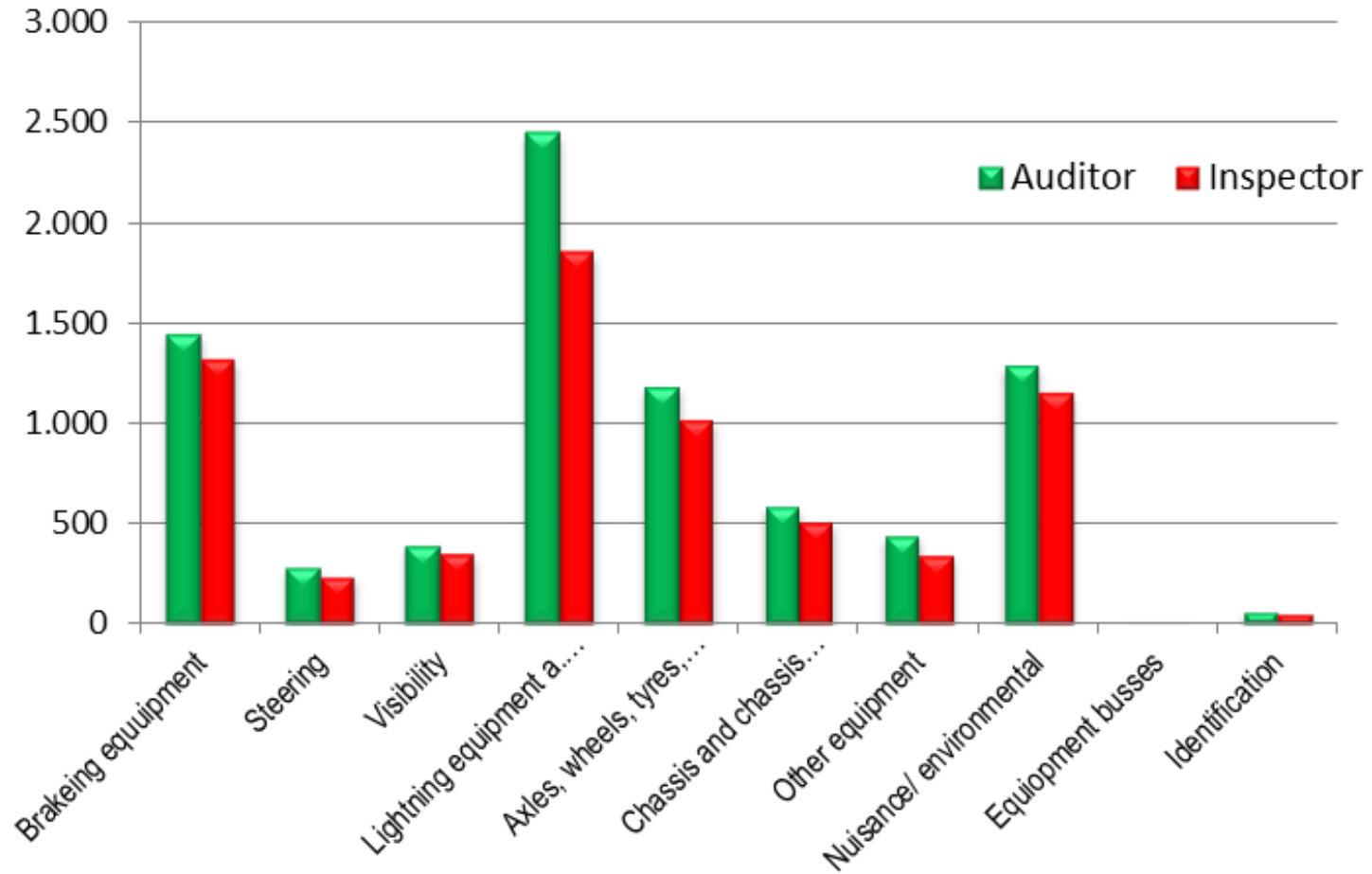
## Detection and correct documentation of defects



## Correct decision fail or pass



## Number of detected defects 2013





- The third party system operating with the international standard EN 17020 is a modern and consumer-friendly PTI system with a high level of quality and consumer protection
- A uniform quality evaluation is necessary if several PTI-organisations are acting
- The quality evaluation requires:
  - uniform measure and benchmark methods
  - an independent organisation for coordination and analysis
- The results support the supervising authorities and guarantee the required transparency
- Every organisation can compare its results and quality levels
- The common treatment of main topics leads to a constant quality improvement



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# TÜV SÜD Group

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