



SMCTA WORKSHOP EXCELLENCE PROGRAMME STANDARDS STAR RATING - EXECUTIVE SUMMARY - V9/NOV/2025

Workshops are rated based on Customer Service & Reviews (CSR), Equipment & Tools (ET), Inventory & Workshop Systems (IWS), Professional Standards (PS), and Scope of Services Offered (SSO). Each star is awarded after meeting a specified set of requirements in each category.

Customer Service & Reviews (CSR) - A motorcycle workshop must prioritise customer satisfaction through transparency, communication, and overall service quality.

- * Basic customer service with a logbook for repairs and written price estimates.
- * A structured approach with service receipts, a feedback form, and customer complaint resolution.
- * Dedicated customer support team, WhatsApp , SMS/email reminders for maintenance, and active social media engagement.
- * Online service tracking, a chatbot for instant inquiries, and VIP memberships for loyal customers.
- * Personalised service experience, AI-driven customer insights, real-time updates via an app, and a 5/5 customer satisfaction rating based on reviews.

Equipment & Tools (ET) - The quality and variety of tools in a workshop determine its ability to service different motorcycle models and handle complex repairs.

- * Basic hand tools (wrenches, torque wrenches, screwdrivers, jacks, pliers, and hammers).
- * Introduction of pneumatic tools, basic diagnostic scanners, and specialised lifts.
- * Comprehensive diagnostic tools, advanced torque measuring devices, and an engine tuning (dyno) station.
- * Specialised equipment for high-performance bikes, wheel alignment tools, remapping software, and in-house machining tools.
- * Cutting-edge tools such as AI-powered diagnostic machines, 3D printing for custom parts, precision calibration systems, and dyno testing for performance tuning.

Inventory & Workshop System (IWS) - Efficient inventory and management systems ensure that spare parts are available, job tracking is seamless, and customer data is stored securely.

- * Manual inventory tracking with a logbook and a simple parts shelf.
- * Basic inventory software with digital stock tracking for common spare parts.
- * Barcode or RFID tracking for accurate inventory control, integrated with service history.
- * Fully automated inventory system, online spare parts ordering, and predictive restocking based on demand.
- * AI-powered inventory management with real-time tracking, automatic procurement, and cloud-based customer service portals linked to maintenance history.

Professional Standards (PS) - The skill level of mechanics, adherence to safety guidelines, and compliance with industry regulations are key to professional excellence.

- * Self-trained mechanics with basic skills and minimal formal training.
- * Mechanics with general training in motorcycle maintenance and safety compliance.
- * Certified mechanics with advanced knowledge in engine tuning, suspension adjustments, and electrical diagnostics.
- * Brand-certified mechanics with expertise in specific manufacturers (e.g., Major brands).
- * Internationally certified mechanics with specialisations in performance tuning, racing modifications, and electric motorcycle servicing.

Scope of Services Offered (SSO) - A top-tier workshop should be able to provide a wide range of services, from basic maintenance to custom performance upgrades.

- * Basic services such as oil changes, tyre replacements, and chain adjustments.
- * Additional services like brake system repairs, carburetor cleaning, and battery diagnostics.
- * Advanced repairs such as full engine rebuilds, suspension tuning, and electrical troubleshooting.
- * Performance modifications, ECU remapping, frame realignment, and custom fabrication.
- * Complete restoration services, high-end performance upgrades, and in-house custom part manufacturing.



SILVER STAR CITERIA

S/N	Assessment Criteria	Guidance	Yes	No
Customer Service & Reviews (CSR)				
1	No unresolved major complaints from customers within past 6 months .	To trace from online source		
2	Customer satisfaction rating on Google review averaging of at least 3.5/5.	To trace from online source		
Equipment & Tools (ET)				
3	Basic safety equipment for staff.	Workshop to present - safety goggles / fire extinguisher / first aid kit / safety boots / ear plug (to check on validity / expiry date)		
4	A functional and organised workbench / work table / bike lift.	Adequate workspace on a table top or surface for parts or components servicing / repair		
5	Adequate workspace / work bay for performing basic repairs.	Adequate space for mechanic to roam around the workspace with no obstruction to perform task		
6	Essential mechanical workshop tools	Workshop to present - torque wrenches / jacks / stand / multimeter / or full set tool cabinet		
7	Clean and minimally cluttered workspace.	Adequate workspace in a clean and neat environment with proper tooling display		
Inventory & Workshop Systems (IWS)				
8	Basic customer records with retrieval process (e.g., physical logbook , job card).	Workshop to present physical logbok / jobcard / spreadsheet in either soft or hard copy for reference		
9	Basic inventory storage management for fast-moving spare parts.	Workshop to present their routine of storage method on daily flow of stock keeping upon procurement		
Professional Standards (PS)				
10	List top 5 safety hazards at the workshop and respective preventive measures.	Workshop to identify the hazards observed (e.g. Activity-Based Risk Assessment) and propose on preventive measures, fall risk or fire risk		
11	Proper waste disposal for oils and other hazardous materials with supporting documents.	Workshop to present invoices with recycling companies as supporting documents		
12	Standard operating procedures (SOPs) for common repairs.	Workshop to present their customer engagement for all walk-ins on general repairs in registration / quotation / payment processes		
Scope of Services Offered (SSO)				
13	QC for safety related repairs.	Workshop to present on the conduct QC for components repaired / replaced		
14	Visible signage displaying workshop services and / or prices.	Workshop to elaborate and show visual on the posters / banners on the services / price list (if any) for both physical and digital platform		
Assessment & Findings				
Result				
WORKSHOP MUST ATTAIN AT LEAST 10 CRITERIA OUT OF 14 IN ORDER TO QUALIFY FOR THE STAR RATING				
REMARKS				
APPROVED / NOT APPROVED _____			ASSESSMENT GROUP IC _____	
			WORKSHOP IC	



S/N	Assessment Criteria	Guidance	Approved	Not Approved
Customer Service & Reviews (CSR)				
1	Dedicated customer feedback system (e.g., feedback forms or online reviews).	Workshop to present proof of documentation - Google review / in house feedback form.		
2	Clean waiting area for customers.	Well ventilated, clean sitting and sheltered area		
3	Customer satisfaction rating on Google review averaging of at least 4.0/5.	To trace from online source		
Equipment & Tools (ET)				
4	Advanced diagnostic tools.	Workshop to present - any brands of diagnostic tool / scanner that can read and reset on fault codes		
Inventory & Workshop Systems (IWS)				
5	In house or third party Customer Relationship Management (CRM) system / programme.	Workshop to present supporting files / documents / app for their current CRM system / programme		
6	A digital inventory system for tracking parts and accessories levels.	Workshop to present supporting files / documents / app for their current inventory system		
7	A simple booking system for scheduling repairs and services.	Workshop to present supporting files / messages / documents / app for their current booking system		
8	Proactive maintenance reminders for returning customers.	Workshop to present supporting files / messages / documents / app for their current reminder system		
Professional Standards (PS)				
9	Environmental initiatives, such as proper disposal / recycling programs for engine oil, tyres and batteries.	Workshop to present supporting documents / invoices from any recycling company		
10	Employees participating in upgrading courses (e.g. administrative / technical)	Workshop to present relevant certification (e.g. BizSafe / PWM / ISO / OBU installer status) documents		
11	Mechanics trained in advanced certifications (e.g., specific brands or product specific)	Workshop to present accreditation or proficiency certification of specific product (e.g. motorcycle / helmet / suspension / air filter) brands		
Scope of Services Offered (SSO)				
12	Tyre replacement and balancing equipment.	Workshop to be able to perform tyre replacement and balancing service by using respective machines		
13	QC + test rides for safety related repairs.	Workshop to conduct QC + test rides on components repaired / replaced		
14	Regularly updated pricing lists / service packages.	Workshop to constantly update their price list / servicing packages (if any)		
Assessment & Findings		Result		
WORKSHOP MUST ATTAIN AT LEAST 10 CRITERIA OUT OF 14 IN ORDER TO QUALIFY FOR THE STAR RATING				
REMARKS				
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		WORKSHOP IC		



PLATINIUM STAR CITERIA

S/N	Assessment Criteria	Guidance	Approved	Not Approved
Customer Service & Reviews (CSR)				
1	Air-conditioned waiting lounge with entertainment and co-working facilities.	Lounge area to be in air-conditioned environment with pantry and access to refreshments		
2	Customer satisfaction rating on Google review averaging of at least 4.5/5.	To trace from online source		
Equipment & Tools (ET)				
3	Specialised tools (by factory brands) for high performance motorcycles or rare models.	Workshop to present special toolings built and for use on specific brands and make		
Inventory & Workshop Systems (IWS)				
4	Inventory management with predictive stock replenishment.	Programme that is able to prompt on low stock count and trigger ordering		
5	Workshop management system with inventory and job tracking.	Programme that is able to clock both inventory and job tracking status		
6	Dedicated customer support line or chatbot for instant assistance.	Chat system to direct customers to the right department through online queries through chat messaging function		
7	Transparent repair progress updates for customers	Programme that allows workshop to clock work hours on the repair jobs involved providing update to customer on the time line		
8	Online appointment scheduling and digital payment options.	Programme that allows customers to self book online for their next appointment and providing different digital payment options		
Professional Standards (PS)				
9	Advanced waste management systems meeting global environmental standards.	Workshop applying under BCA Green Mark or tracks carbon footprint or install solar panels / energy efficient lightings		
10	Mechanics certified by major manufacturers	Mechanics that attended training sessions and certified in proficiency / re-training by major brands manufacturer / distributor		
Scope of Services Offered (SSO)				
11	In-house manufacturing or custom parts fabrication capabilities.	Workshop capability in producing customised parts on demand / mould / fabricate parts and accessories with equipments on-site		
12	Engine remapping, performance tune up and management	Workshop that possess open source ECU mapping and dyno tune equipment on-site		
13	Partnerships with top motorcycle brands for warranty and repair services.	Workshop to be able to conduct warranty support and repairs on behalf of distributors endorsed by appointment letter		
14	Service packages including pickup, or onsite with return delivery of motorcycles.	Workshop offering personalised support under concierge service with onsite technical support and pick up services		
Assessment & Findings		Result		
WORKSHOP MUST ATTAIN AT LEAST 10 CRITERIA OUT OF 14 IN ORDER TO QUALIFY FOR THE STAR RATING				
REMARKS				
		APPROVED / NOT APPROVED _____ ASSESSMENT GROUP IC _____		WORKSHOP IC