# BOSCH CAR SERVICES ZOOM AUTO SERVICES

Sidi Bernoussi, Casablanca

**Level 1 · Partner**

## NUVIO Kaizen Label

| | |
|---|---|
| Status | Corrective action in progress, due 30/11 |
| Level | Partner |
| Audit score | 84/100 |
| Code | CA-872E5EC3 |
| Labelled since | 31 Oct 2026 |
| Customer satisfaction | Ratings being collected |
| Specialties | General repair, Electronic diagnostics, Common-Rail diesel, ADAS, Air conditioning, Gearbox, Auto electrics, Brakes and suspension, Tyres, Body work |

## 1. Legal and identity · 10/10

| | |
|---|---|
| 1.1 Registered business (RC/ICE or self-employed) | 4/4 · Compliant · On-site audit · 23 Oct 2026 |
| 1.2 Fixed address and identifiable front | 3/3 · Compliant · On-site audit · 23 Oct 2026 |
| 1.3 Identified manager | 3/3 · Compliant · On-site audit · 23 Oct 2026 |

## 2. Customer care · 10/10

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|---|---|
| 2.1 Opening hours displayed | 3/3 · Compliant · On-site audit · 23 Oct 2026 |
| 2.2 Reachable by phone or WhatsApp | 3/3 · Compliant · On-site audit · 23 Oct 2026 |
| 2.3 Reception or waiting area | 2/2 · Compliant · On-site audit · 23 Oct 2026 |
| 2.4 Complaint handling | 2/2 · Compliant · On-site audit · 23 Oct 2026 |

## 3. Safety and premises · 13/15

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|---|---|
| 3.1 Working vehicle lifts | 4/4 · Compliant · On-site audit · 23 Oct 2026 |
| 3.2 Accessible, up-to-date fire extinguisher | 2/4 · Partly compliant · On-site audit · 23 Oct 2026 |
| 3.3 Safe electrical installation | 4/4 · Compliant · On-site audit · 23 Oct 2026 |
| 3.4 Clean, tidy work bays | 3/3 · Compliant · On-site audit · 23 Oct 2026 |

## 4. Diagnostic equipment · 19/20

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|---|---|
| 4.1 Up-to-date multi-brand scan tool | 10/10 · Compliant · On-site audit · 23 Oct 2026 |

| | |
|---|---|
| 4.2 Battery tester and charger | 4/4 · Compliant · On-site audit · 23 Oct 2026 |
| 4.3 Electrical measuring tools | 4/4 · Compliant · On-site audit · 23 Oct 2026 |
| 4.4 Additional equipment (bonus) | 1/2 · Partly compliant · On-site audit · 23 Oct 2026 |

## 5. Technical competence · 10/20

| | |
|---|---|
| 5.1 Proven specialties | 4/8 · Partly compliant · On-site audit · 23 Oct 2026 |
| 5.2 Trained team | 3/6 · Partly compliant · On-site audit · 23 Oct 2026 |
| 5.3 Interview with the NUVIO expert | 3/6 · Partly compliant · On-site audit · 23 Oct 2026 |

## 6. Transparency · 15/15

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|---|---|
| 6.1 Written quote before work | 6/6 · Compliant · On-site audit · 23 Oct 2026 |
| 6.2 Itemised invoice | 5/5 · Compliant · On-site audit · 23 Oct 2026 |
| 6.3 Replaced parts returned | 4/4 · Compliant · On-site audit · 23 Oct 2026 |

## 7. Parts and warranty · 7.5/10

| | |
|---|---|
| 7.1 Parts from traceable sources | 5/5 · Compliant · On-site audit · 23 Oct 2026 |
| 7.2 Written warranty | 2.5/5 · Partly compliant · On-site audit · 23 Oct 2026 |

## Corrective action in progress

| | |
|---|---|
| 3.2 | Due: 30 Nov 2026 |

## Current progress plan

- Faire participer toute l'equipe aux formations
- Faire verifier l'extincteur
- Mentionner la garantie par ecrit

## Verified progress

- 23 Oct 2026 · Initial on-site audit · 84/100

## How to read this page

- NUVIO checked each criterion on the date shown, on site, by video call or on evidence. « To improve » marks a point of progress, not a failure. Levels cannot be bought: they depend only on verified evidence.
- Private NUVIO label; it does not replace a regulatory certification. The valid status is the one shown online.
- NUVIO checks organisation, equipment and transparency criteria on a given date; the garage alone is responsible for the work it does.
- Method v1