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Five Star by DuPont Refinish

Factsheet

- First rolled-out in Europe in 1989
- The Netherlands and the UK were the first countries to introduce Five Star
- Five Star is now active in nine countries across Europe: Belgium, France, Germany, Italy, Netherlands, Spain, Portugal, Switzerland, and UK
- More than 1,000 members across Europe
- France has the highest number of Five Star bodyshops – 384
- Continuous 8 per cent growth of bodyshops across Europe
- Network has strong links with fleet, lease and insurance companies
- A Five Star repairer is the guarantee for private car owners of perfect repairs and a flawless service
- Bodyshops need to meet strict criteria in order to join, regardless of location
- Overall principle of the network is to help bodyshops succeed through boosting productivity, getting more repairable work into the bodyshop and maximising profit
- Unlimited access to the Bodyshop Pro program; a comprehensive range of business analysis, business management, training and consultancy tools, including:
 - Business Audit Tool and Process Audit Tool
 - Fast Repair
 - Lifetime Warranty
 - Business Direct

- Commercial Vehicle Warranty
 - LE Program
- Local Five Star websites feature contact details from all partners and offer them the option to upload their own Curriculum Vitae or link to their website, to be seen by prospective customers
- New European signage directive in 2009 to raise bodyshop profiles and create high visibility to customers from other countries

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