



JDM Direct Ireland

Trusted Partner Assessment Framework

The purpose of this framework is to provide a consistent and transparent approach to assessing businesses for inclusion within the JDM Direct Ireland Trusted Partner Network.

Our recommendations are intended to help buyers identify businesses that demonstrate high standards of professionalism, workmanship and customer care. Every assessment is carried out individually, taking into account the overall quality of the business rather than any single criterion.

Our assessment principles

Every recommendation is guided by six core principles:

- Reputation
- Craftsmanship
- Integrity
- Customer Care
- Excellence
- Accountability

These principles form the foundation of every assessment and every recommendation we make.

How recommendations are made

Recommendations are based on the overall assessment of a business rather than any individual criterion. We do not operate a points-based system or publish minimum scores. Every recommendation reflects our professional judgement and our confidence in recommending that business to the JDM Direct Ireland community.

Ongoing review

Assessment does not end once a business joins the Trusted Partner Network. We may periodically review Partner Profiles, customer feedback and other relevant information to help ensure recommended businesses continue to reflect the standards expected by JDM Direct Ireland.

Disclaimer

The Trusted Partner Network is an editorial recommendation programme. Inclusion within the network is not available for purchase and is never guaranteed. All recommendations remain at the sole discretion of JDM Direct Ireland and may be reviewed or withdrawn where appropriate.

Assessment criteria



Reputation

We consider how the business is regarded by its customers, peers and the wider automotive community, recognising that a strong reputation is earned through consistently high standards over time.

Years in Business

Longevity can demonstrate stability, experience and the ability to build lasting customer relationships. While newer businesses are not excluded, established trading history is viewed positively.

Customer Reviews

Customer feedback helps us understand the experiences of those who have used the business. We consider both the quality and consistency of reviews rather than focusing solely on ratings.

Quality of Workmanship

We assess the standard of completed work, attention to detail and commitment to delivering high-quality results that reflect professional pride and expertise.

Communication

Professional, honest and timely communication is an important part of customer experience. We consider how a business interacts with customers before, during and after providing its services.

Community Recommendations

Recommendations from enthusiasts, existing Trusted Partners and members of the wider automotive community may contribute to our assessment, particularly where consistent feedback is received from multiple independent sources.

Industry Reputation

Where appropriate, we consider recognition within the automotive industry, professional affiliations, specialist expertise and contributions that demonstrate credibility within the sector.

Professional Presentation

A professional online presence, branding and clear presentation can reflect the standards a business applies throughout its operations. While appearance alone is never decisive, it forms part of the overall assessment.

Business Values

We look for businesses that demonstrate honesty, transparency, professionalism and a genuine commitment to customer care. Shared values are an important part of building a network that buyers can trust.

Continuous Improvement

Businesses that invest in training, equipment, innovation and the ongoing development of their services demonstrate a commitment to maintaining high standards over time.