MANITOBA
PUBLIC INSURANCE

2023 MPI Shop Measures

Information Guide

Effective April 1, 2023

Contents

Disclaimer

- MPI reserves the sole right to make changes to the shop measures, their weighting and calculation to ensure that Proper Repairs are performed in a fiscally responsible manner. You may not use the Light Vehicle Accreditation Agreement's dispute resolution provisions to appeal any issues related to shop measures. You will be notified of updates to the shop measures in accordance with the notification requirements within the accreditation agreement.

- You understand that the shop measures results are based on the information recorded in Mitchell and AutocheX, plus other MPI systems. Information not on file in Mitchell or in other MPI systems at the time the reports are processed will not be included in the month's measures. Additional details on the calculation and distribution of the relevant shop measures can be found on the MPI Partners website.

- Your shop measures results may be published to the MPI public website, or in any other place MPI decides to place the information, in rank order and by location, or in any other manner as determined by MPI.

- In MPI's sole discretion, if there have been any events of force majeure beyond the control of either party, an event caused by MPI, or any other event that MPI determines has had a material impact on your shop measures, MPI may waive or make any adjustments to your shop measures to mitigate or reflect the impact of such event.

- MPI will monitor and review your shop measures with you. MPI will use shop measures for the administration of programs including but not limited to the Expedited Approval Program, the Direct Repair Program, and the Parts Autonomy Program. These are separate companion programs and more information about each including issues resolution can be found on the MPI Partners website.

The Basics

The collision repair industry in many jurisdictions use shop measures to encourage efforts to improve operations, promote good customer service, increase repair quality, and reduce repair costs.

MPI supplies information on seven shop measures in addition to other not-scored metrics that can help show your shop's effectiveness in keeping MPI claim costs and administration efforts under control, satisfying customer needs and meeting their service expectations, completing proper repairs, and following MPI Estimating Standards, policies, and procedures.

The seven shop measures, also referred to as Key Performance Indicators (KPIs), provide a balanced and manageable look at customer service, financial and administrative processes, and quality of repair.

Under the Light Vehicle Accreditation Agreement, the measures play an important role in MPI programs.

The seven measures are:

- **Ask-Approve Variance**: This looks at how well a shop follows MPI's Estimating Standards, policies, and procedures in preparing estimates and supplements. It compares the dollar amount a shop requests for the repair to the dollar amount approved for the repair. The smaller the difference between the asked and approved amounts, the more closely aligned a shop is with the Estimating Standards.

- **Supplement Ratio**: This compares the number of supplements submitted by the shop to the number of claims or repairs it completes. It gauges the completeness of each supplement. Fewer supplements will reduce overall administrative efforts, making the repair process more efficient. Speeding up the repair process can contribute to customer service and satisfaction.

- **Realized Part Savings:** Realized Part Savings (RPS) measures the savings generated using alternate parts in the automotive repair process. The repair shop is evaluated where the total of all Remove/Replace parts with system pricing are accumulated to determine their overall RPS %. Using alternate parts or other methods such as line discounts, whenever feasible, reduces the overall cost of repair while maintaining proper repair standards.

- **Net Promoter Score**: Following completion of repairs, a customer will receive a survey request (AutocheX) asking them to rate their repair experience with the shop. This measure shows overall customer satisfaction by comparing customers who are most satisfied with their repair experience with those who are least satisfied. Customer satisfaction can lead to good word-of-mouth promotion and repeat business.

- **Repair Status:** Proper use of Mitchell repair statuses support what work has been completed on a customer's vehicle and timelines. In addition to this indicator being used to ensure a repair shop has proper operational procedures, this measure creates awareness of work in progress and encourages good customer service by limiting undue delays.

- **Repair Records on File:** This measure ensures a repair shop supports work completed with documentation attached to claims. Proper documentation supports a proper repair is complete.

- **Repair Accuracy:** To encourage and support proper repair, MPI completes repair accuracy inspections. In addition to verifying a proper repair in line with repair procedures, repair accuracy inspections ensure shops have the training and tooling required to complete a repair. This is very important as vehicle repair complexity continues to increase.

Shops also receive a composite score. The composite score is a weighted average of the shop's most current average scores for the seven shop measures over various periods of time.

Additional not-scored metrics:

- **Cycle Time:** This metric is calculated using Mitchell repair statuses. Cycle time counts the average number of days for a vehicle repair.
- **Average Touch Time:** When total labour hours on a claim are divided by cycle time days, the result is touch time. Touch time not only measures shop efficiency, but a high touch time also has a strong correlation with good customer service.

All accredited light vehicle repair shops receive an individualized shop measures scorecard each month showing their measures for various periods. In addition, the scorecard provides information about a shop's rank versus other shops and industry averages. MPI emails the scorecard on the 15th day of each month or the nearest business day.

Composite Score

Your composite score is a single value that is a weighted average of your most current average scores for the seven shop measures over various periods of time.

Certain measures are prioritized to understand your shop's performance; therefore, they are heavily weighted so they contribute to the composite score more than others. Following is the weighting of all shop measures in the composite score:

Shop Measure	Composite Weighting	Scoring Period
Ask-Approve Variance (AAV)	20	Last Three Months
Supplement Ratio	15	Last Three Months
Realized Part Savings (RPS)	20	Last Three Months
Net Promoter Score (NPS)	15	Last Twelve Months
Repair Status	7.5	Last Three Months
Repair Records on File (RRoF)	7.5	Last Three Months
Repair Accuracy (RA)	15	Last Twelve Months
Total weightings	**100**	

Your weighted scores add up to a value out of 100. The composite is based on various periods, as longer timelines provide a more stable basis for some measures as it is subject to less fluctuation.

The composite score will be a factor in determining eligibility for MPI programs.

Calculating Composite

Refer to the example below to see how actual scores in the seven shop measures convert into the composite score.

Monthly Shop Measures - December 2022

REPORT DATE :						
SHOP NAME :						
REG ACCT NO:						

KEY MEASURES :	Optimal Value Direction	Repair Facility 1 Month (Dec 2022)	Repair Facility Scoring Period Average[3]	Repair Facility Contribution to Composite Score[3]	Repair Facility Scoring Period Industry Rank	Ranking Notes
Ask-Approve Variance	Closer to 0 is better	3.8%	1.9%	13.8	174 / 210	---
Average Supplement per Estimate	Closer to 0 is better	0.55	0.52	12.6	17 / 211	---
Realized Parts Savings Variance	Higher is better	-2.8%	-1.1%	10.9	176 / 218	---
Net Promoter Score	Higher is better	80.0%	76.3%	11.4	85 / 175	---
Repair Status Usage[1]	Higher is better	100.0%	76.5%	5.7	43 / 78	---
Repair Records on File[1]	Higher is better	N/A[2]	50.0%	3.8	33 / 38	5 Tied at 33
Repair Accuracy	Higher is better	N/A[2]	100.0%	15.0	1 / 23	188 Tied at 1
Composite Score				73.3	165 / 229	

[1]Repair Status Usage and Repair Records On File scores are one month behind scorecard period as claims are manually audited after payment.
[2]Only three month scores provided as a only a small sample of Repair Records On File reviews and Repair Accuracy inspections are completed for each shop.
[3]Repair facility scoring based on 12 month period for Net Promoter Score and Repair Accuracy, all other measures are based on a 3 month period.
Repair Facility Industry Rank shows shop position in relation to unique scores (for example, 30 shops ties at 20/20 would be one instance of a unique score).

FOR INFORMATION ONLY	Cycle Time	Average Touch Time	NPS
One Month	N/A	N/A	See Above
Three Month	N/A	N/A	

Ask-Approve Variance (AAV)

What it is

This looks at how a shop follows MPI policies and procedures, including Estimating Standards, when preparing estimates and supplements. It compares the dollar amount a shop requests for the repair to the dollar amount approved for the repair, in the reporting period.

Why it's important

Knowing and following MPI Estimating Standards, policies, and procedures can generate efficiencies in the estimating and supplement process for shops. A shop that is regularly exceeding an 8% AAV may lose its light vehicle accreditation.

How it's calculated

The AAV measure is calculated as:

$$\text{Ask-Approve Variance} = \frac{(\text{Ask Amount - Approved Amount})}{\text{Approved Amount}} \times 100$$

It is important to note this measure is not a simple average and calculation elements are summed for all claims before the shop measure is calculated.

Definitions

Ask Amount: The total amount requested (the original net estimate, regardless of whether MPI or the shop creates it, plus any shop-created supplements).

Approved Amount: The final net repair amount.

Target

Achieving a target score of zero demonstrates a high level of estimating competency.

Contribution to composite score

Your composite score is a weighted ranking of all your measures. The AAV counts for 20 points towards your composite score. The AAV can be a positive value or zero. The three-month AAV score contributes towards your composite score.

AAV score	0%	1%	2%	3%	4%	5%	≥6%
Contribution to Composite	20.00	16.67	13.33	10.00	6.67	3.33	0.00

What's excluded

Hail, auto-approval, and negative AAV claims are not included in this measure.

Additional information

The AAV is greater than zero when the ask amount is more than the approved amount, most often caused when estimates and supplements contain non-compliant parts or non-compliant labour costs, or are not properly supported with photos and documentation. A zero variance means the shop asked for exactly what was approved. If missed items are added during the approval phase, resulting in a higher amount approved than asked, this will not impact the AAV score.

Examples

Scenario #1
The shop asked for more than was approved:

First Estimate $4,800

Shop Supplements $450

Total Ask Amount $5,250

Total Approved Amount $5,000

$$\frac{(Ask - Approve)}{Approve} \times 100 = \frac{(5,250 - 5,000)}{5,000} \times 100 = 5\%$$

Under this scenario, the shop asked for 5% more than was approved.

On your composite score, +5% would earn the shop 3.33 points out of a possible 20.

Scenario #2
The shop asked for the same amount that was approved:

First Estimate $4,500

Shop Supplements $500

Total Ask Amount $5,000

Total Approved Amount $5,000

$$\frac{(Ask-Approve)}{Approve} \times 100 = \frac{(5,000-5,000)}{5,000} \times 100 = 0\%$$

Under this scenario, the shop asked for the exact amount that was approved.

On your composite score, zero is the target score and counts as 20 points out of a possible 20.

Improving your score

You can improve your score by:

- Reviewing loss details, damage, and the final estimate with the customer before beginning the repair.
- Closely following MPI Estimating Standards to conduct a complete and thorough estimate.
- Review the estimate for errors and ensuring the estimate contains only compliant parts or labour costs.
- Supporting the estimate with images and notes.

Supplement Ratio (SR)

What it is

This measure compares the number of shop supplements to the number of claims in the reporting period. It gauges the completeness of estimates and supplements written by a shop.

Why it's important

Fewer, more complete supplements will reduce the overall administrative cost and effort for both the shop and MPI. Complete supplements help shops manage the repair process more effectively, and cause fewer interruptions to repair processes, leading to enhanced customer service and satisfaction.

How it's calculated

The Supplement Ratio measure is calculated as follows:

$$\text{Supplement Ratio} = \frac{\text{Number of Shop Supplements}[1]}{\text{Number of Claims}}$$

[1]Half a supplement is not counted on each MPI written estimate (half supplement allowance not given on shop written estimates or MPI written estimates with no shop supplements)

It is important to note that this measure is not a simple average and calculation elements are summed for all claims before the shop measure is calculated.

Definitions

Number of Shop Supplements: Repair-shop-generated supplements (not MPI-generated supplements).

Number of Claims: The total claims processed by the shop.

Target

The fewer supplements per claim, the better. For the Supplement Ratio, the closer to zero, the better.

Contribution to composite score

Your composite score is a weighted ranking of all your measures. The Supplement Ratio counts for 15 points towards your composite score. The three-month Supplement Ratio score contributes towards your composite score.

Supplement Ratio	<=0.2	0.4	0.6	0.8	1	1.2	1.4	1.6	1.8	2	>=2.2
Composite score	15	13.5	12	10.5	9	7.5	6	4.5	3	1.5	0

What's excluded

Supplements generated by MPI and hail claims are not included.

Example

Number of shop supplements:62	There were 1.0 supplements per claim.
• 24 on shop written estimates • 38 on MPI written estimates (25 claims with a minimum of one supplement) Number of claims: 50 Supplement Ratio $= \dfrac{\text{Shop Supplements}}{\text{Claims}} =$ $\dfrac{24 + 38 - (25 \times 0.5)}{50} = 1.0$	On the composite score, 1.0 counts as 9 points out of a possible 15.

Improving your score

You can improve your score by:

- Following MPI Estimating Standards to create complete First Estimates and supplements.
- Reviewing the damage and estimate with the customer prior to beginning work.
- Including all administrative and repair additions or changes in a single supplement.

Realized Parts Savings (RPS)

What it is

Realized Parts Savings measures the savings generated using alternate parts in the automotive repair process.

Why it's important

Using alternate parts to lessen the expense of parts reduces the overall cost of the repair while maintaining proper repair standards.

How it's calculated

To properly evaluate the performance of the repair shop, MPI created an expected RPS % that is based on two factors: Vehicle Make and Vehicle Age. Using data spanning two full calendar years (2018 and 2019) of actual claim performance, the following table was derived:

RPS % by Make and Age**	Expected RPS		
	2 years old and newer	3 to 5 years old	Over 5 years old
Group 1	2.3%	7.7%	10.9%
Group 2	4.5%	12.5%	19.3%
Group 3	7.5%	17.6%	23.8%
Group 4	9.4%	20.5%	28.1%
Group 5	12.8%	25.9%	31.3%
Group 6	12.3%	26.2%	32.0%

**Vehicle makes in Groups 1 to 6 can be viewed in the Realized Parts Autonomy Job Aid.

The RPS measure for a shop is calculated as follows:

RPS % = $\left(\frac{\text{OEM Part Price-Paid Price}}{\text{OEM Part Price}} \right)$ x 100

RPS Variance = Actual RPS $ – Expected RPS $

The shop measure calculation is the sum of part costs compared to OEM value of the same parts on all claims, weighted by repair mix (Makes and Vehicle Age). It is important to note that this measure is not a simple average.

Definitions

OEM Part Price: Estimate value of all OEM parts from Mitchell database eligible for RPS.

Paid Price: The price of all RPS eligible parts billed to MPI.

Expected RPS: The minimum alternate parts savings that MPI expects on claims during the period under review.

Target

The target score is based on the age and mix of the vehicles in the claims period. Meeting the Expected RPS target makes you eligible for 60% of the maximum score possible. A variance score of 8% or more above Expected RPS makes you eligible for 100% of the score.

Contribution to composite score

Your composite score is a weighted ranking of all your measures. RPS counts for 20 points towards your composite score. The three-month RPS score contributes towards your composite score. The RPS score is calculated as follows:

RPS Variance	≥ 8%	6%	4%	2%	0%	-2%	-4%	-6%	-8%	-10%	≤ -12%
Contribution to Composite	20	18	16	14	12	10	8	6	4	2	0

What's excluded

- AM Accessories
- Tires
- Glass
- SRS
- Powertrain / Drivetrain parts without OE published prices in Mitchell
- Any other parts without OE published prices in Mitchell

Details of how SRS and glass parts are excluded can be found in the appendix to this guide.

Additional information

Amounts are from the final approved estimate and do not include taxes, betterment, or deductibles. Alternate parts are aftermarket (AM), recycled (LK), remanufactured (RM), or OEM discount (OEMD) parts. The use of line discounts (not including 50%) will also generate RPS.

Example

The RPS is calculated on all Remove/Replace parts which have both an OEM Part Price and a Paid Price.

OEM Part Price (published in Mitchell)	$1000
Paid Price (cost to MPI for alternate parts)	$750
RPS	25%

1. Shop's RPS = ($1000 - $750)/$1000 = 0.25
2. Expected RPS = 19.5%
3. RPS Variance = 25% Actual RPS – 19.5% Expected RPS = 5.5%

In this example, the RPS Variance for the shop is 5.5% at the claim level. For the composite score, all OEM Part Prices and Paid Prices are included and compared to the weighted average of expected RPS. If this was the shops only claim, this would earn that shop 17.5 points out of a possible 20 on the composite score.

Improving your score

You can improve your score by:

- Increasing the use of alternate parts to reduce repair costs.
- Developing a process that includes searching Car-Part Pro on every estimate and ensuring Car-Part Pro is working correctly on Mitchell Cloud Estimating (MCE).
- Looking beyond the parts availability of Car-Part Pro when hard-to-find or non-inventoried parts don't appear available.
- Ensuring proper data entry.
- Managing RPS at a shop level and not a claim level.

Net Promoter Score (NPS)

What it is

Following a claim repair, customers receive an AutocheX request survey asking them to rate their experience with the repair shop. This measure compares customers who are most satisfied with their repair experience to those customers who are least satisfied to show overall customer satisfaction.

Why it's important

A high Net Promoter Score shows that a shop is meeting customer expectations and providing a high level of customer service and satisfaction. Good customer service can help generate additional business, benefit a shop's bottom line, and benefit the reputation of both the shop and MPI.

How it's calculated

The NPS measure is calculated from customer responses to the question: "On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?"

Responses are classified into three categories.

Classification	Category
1–6	Detractor – not likely to refer the shop (strong negative opinion)
7–8	Passive – not likely to either promote or criticize the shop
9–10	Promoter – likely to refer the shop (strong positive opinion)

The Net Promoter Score is calculated as:

Net Promoter Score = Net Promoters[1] ÷ Total Surveys

[1]Number of Promoters - Number of Detractors

It is important to note that this measure is not a simple average and calculation elements are summed for all claims before the shop measure is calculated.

Target

The higher your score, the better.

Contribution to composite score

Your composite score is a weighted ranking of all your measures. The NPS counts for 15 points on your composite score. Your NPS percentage multiplied by 15 to determine the contribution to the composite score. The twelve-month NPS score contributes towards your composite score.

Additional information

Values, as reported in your Mitchell report, can range from -100% to +100%. On the shop measures report, a negative value is shown as zero.

Net Promoter Score is a standard measurement tool used in many industries.

Additional survey questions relate to customer service and customer satisfaction. The survey questions and background information can be found in the Direct Repair & Shop Measures section on the MPI Partners website, and you can view full results and reports in Mitchell Connect.

Examples

Scenario #1	Scenario #2
120 survey responses: • 12 Detractors (1–6 range) = 10% • 18 Passives (7–8 range) = 15% • 90 Promoters (9–10 range) = 75% **(90 - 12) ÷ 120 = 65%** In this example, the NPS is 65 per cent. On your composite score, this counts for 9.75 points out of 15 (65% x 15).	200 survey responses: • 90 Detractors (1–6 range) = 45% • 30 Passives (7–8 range) = 15% • 80 Promoters (9–10 range) = 40% **(80 – 90) ÷ 200 = -5%** In this example, the NPS shows as zero (negative scores show as zero). On your composite score, this counts for 0 out of 15.

Improving your score

Improving customer service should improve your score on this measure. You can improve your score by:

- Ensuring the customer understands the repair process.
- Keeping customers informed of the progress of the repair.
- Scheduling work so repairs are completed in a timely manner.
- Addressing customer questions.
- Responding to and resolving concerns.
- Ensuring the repair shop is clean and comfortable.
- Ensuring customers understand the AutocheX process.
- Ensuring a proper repair.

Repair Statuses

What it is

Proper use of Mitchell repair statuses supports what work has been completed on a customer's vehicle and when.

Why it's important

In addition to this indicator being used to ensure that a repair shop has proper operational procedures, this measure creates awareness of work in progress and encourages good customer service by limiting undue delays.

How it's calculated

A sample of claims is selected and audited for each shop and verified for Mitchell status updates.

The following statuses must be set and dated in real time for each processed claim:

- Arrived at Shop
- Disassembly
- Repair in Progress
- Paint
- Ready for Delivery
- Delivered

If a shop is updating all Mitchell statuses in real time, the claim will receive 7.5 points. All claims sampled during the period are averaged to generate a score out of 7.5 points.

Definitions

Arrived at Shop: When the customer drops the vehicle off or within one business day of a vehicle being towed to a shop with an MPI estimate on file. For non-drives with no MPI estimate on file, the arrived at shop status should be updated within one business day of the MPI estimate being committed to Mitchell.

Disassembly and Repair in Progress: As soon as parts are removed from vehicle to begin repair.

Paint: When the vehicle paint process begins.

Ready for Delivery: When all repair and paint work has been completed in line with the final estimate.

Delivered: When the vehicle has been returned to the customer and the Certification of Repair on the Final Repair Account (FRA) Signature Sheet has been signed.

Contribution to composite score

Repair Statuses count for 7.5 points towards your composite score. The three-month Repair Statuses score contributes towards your composite score

Additional Information

Back dating will not improve your score. If all statuses are completed at once, a failure for status updates is scored, even for small jobs. As the Repair Statuses Shop Measure uses audited claims, the claims included on your scorecard will be one month behind. For example, Repair Status audits on your scorecard for the period ending November 30th will include audits for repairs completed October and the three-month score will reflect August to October.

Example

Number of claims audited during period for Repair Status usage: 4

- Claim one: Shop completes all status update in real time and receives 7.5 points.
- Claim two: Shop forgets to complete statuses so shop back dates and receives 0 points
- Claim three: Shop completes all status update in real time and receives 7.5 points.
- Claim four: Shop begins by updating statuses in real time but forgets and back dates 50% of statuses. Shop receives 0 points

In the above example, the shop will receive 3.75 out of 7.5 towards their repair statues score:
([7.5 + 0 + 7.5 + 0] ÷ 4 = 3.75).

Improving your score

You can improve your score by ensuring you shop process includes updating statuses in real time.

Repair Records on File (RRoF)

What it is

RRoF tracks if shops are uploading important documents required to support key repair operations.

Why it's important

Safe and proper repair is important to MPI, repair shops, and customers. Proper documentation of required repair operations supports a proper and safe repair has been completed.

How it's calculated

A sample of claims is selected and audited for each shop and verified to ensure required documents have been uploaded.

Depending on the repair, the following artifacts may be required:

- Frame 3D Measurement (before and after repair)
- Wheel Alignment (before and after repair)
- Diagnostic Scan (before and after repair)
- MPI Frame Inspection Sheet
- Pictures of attachment methods
- OEM Repair Procedures
- Certificate of Repair (Final Repair Account Signature Sheet)

Each audited claim is reviewed to determine the number of documents required and the number of documents uploaded. The claim is scored by taking the number of documents uploaded and dividing by the number of documents required and multiplying by 7.5. All claims sampled during the period are averaged to generate a score out of 7.5 points.

Target

The target is to submit all required documents with each claim, which would give you a full score of 7.5 points.

Contribution to composite score

RRoF counts for 7.5 points towards your composite score. The three-month RRoF score contributes towards your composite score.

Additional Information

As the RRoF Shop Measure uses audited claims, the claims included on your scorecard will be one month behind. For example, Repair Status audits on your scorecard for the period ending November 30th will include audits for repairs completed October and the three-month score will reflect August to October.

Example

Number of claims audited during period for RRoF: 3

- Claim one: Shop attaches 2 of 2 required documents and receives 7.5 points (2 ÷ 2 x 7.5 = 7.5).
- Claim two: Shop attaches 0 of 4 required documents and receives 0 points (0 ÷ 4 x 7.5 = 0).
- Claim three: Shop attaches 3 of 5 required documents and receives 4.5 points (3 ÷ 5 x 7.5 = 4.5).

In the above example, the shop will receive 4 out of 7.5 towards their RRoF score ([7.5 + 0 + 4.5] = 4).

Improving your score

You can improve your score by attaching all relevant documents to each claim.

Repair Accuracy (RA)

What it is

This indicator is used to verify that a shop is performing collision repair as per its stated capability. It is assessed through in-person shop visits, attached photos in Mitchell Connect, and vehicle inspections based on customer referrals.

Why it's important

MPI validates that a shop's resources are being properly used and provides collaborative coaching and guidance on proper repairs.

How it's calculated

The following criteria is used to evaluate in-progress repairs and customer referral inspections:

1. Entry Criteria: 0 points

   Vehicles are being accepted and repaired according to the shop profile/capability (if not, score for the entire visit is zero). For example, a complex repair requiring a certified repair shop, trained and equipped with the right environment to complete the repair, is being repaired by a shop that doesn't meet those requirements.

2. Evaluation Criteria: 15 points

   Each observed repair in progress is scored for the following components:

   - Trained technicians (as per shop capability) are working on vehicle repair
   - Correct tools are calibrated and being used as per OEM recommendation
   - A technician working with a tool is trained on that tool
   - OEM/MPI repair procedures are available to the technician working on repair
   - OEM/MPI repair procedures were followed by technicians

Target

The target is to score full points on each visit and inspection by demonstrating that quality processes are in effect at the shop.

Contribution to composite score

Your composite score is a weighted ranking of all your measures. The Repair Accuracy measure, calculated as an average of your previous twelve-monthly scores, and counts for 15 points towards your composite score. If a shop doesn't have any shop visits or customer referral inspections within twelve months, their score is carried forward from the previous period.

Additional Information

Refer to the [Repair Accuracy Job Aid](#) on mpipartners.ca.

Example

For each visit:

Component	How it's Scored	Max score	Shop score
Vehicles are being accepted and repaired according to the shop profile/capability	No point	Yes/No	Yes
Evaluation Criteria • Trained technicians (as per shop capability) are working on vehicle repair • Right tools are calibrated and being used as per OEM recommendation • A technician working with a tool is trained in that tool • OEM/MPI repair procedures are available to the technician working on repair • OEM/MPI repair procedures were followed by technicians		15	7
Total		15	7

In this example, the shop scores 7 points out of 15 for that visit. A simple average is then taken of all scores arising out of shop visits and customer referral inspections during the last three months. This counts towards the shop's composite score. If there's been no evaluation in the last three months, the last available score is carried forward.

Improving your score

You can improve your score by:

- Ensuring your shop is performing repairs as per its stated capability.
- Ensuring your staff understand the inspection process and results.

![Manitoba Public Insurance logo]

For Information Only Measures (Cycle Time and Average Touch Time)

Cycle Time

What it is

This is a For Information Only metric calculated using Mitchell repair statuses. Cycle Time counts the average number of days a vehicle repair takes.

Why it's important

Customers value prompt and efficient service. Further, repair shops can increase profitability by managing throughput.

How it's calculated

Cycle Time captures the time stamp when the first Disassembly and Ready for Delivery Mitchell repair statuses are set. The number of weekdays between the two statuses are returned.

Contribution to composite score

Cycle Time is a For Information Only measure and is not included in your composite score.

What's excluded

Hail claims are not included in the cycle time measure.

Example

The Cycle Time measure is calculated as:

- Disassembly: March 3, 2022, 1:33 PM
- Ready for Delivery: March 9, 2022, 12:19 PM
- Note that March 5, 2022, and March 6, 2022, were weekend days.
- Calculation: March 3, 2022, 1:33 PM - March 9, 2022, 12:19 PM – 2 weekend days = 3.95 days (using date and time in Excel formula)

The results of the calculations for a period are averaged to provide the Cycle Time measure on the scorecard.

Improving your score

You can improve your score by:

- Completing proper repair planning.

![Manitoba Public Insurance logo]

Average Touch Time

What it is

This is a For Information Only metric calculated using Mitchell repair statuses and Mitchell labour hours. Average Touch Time measures the average number of Mitchell labour hours per day a vehicle repair is in progress.

Why it's important

Customers value prompt and efficient service. Further, repair shops can increase profitability by managing throughput.

How it's calculated

Average Touch Time captures the same elements as the Cycle Time calculation with the addition of Mitchell labour hours on the estimate. Labour hours are divided by the Cycle Time.

Contribution to composite score

Average Touch Time is a For Information Only measure and is not included in your composite score.

What's excluded

Hail claims are not included in the Average Touch Time measure.

Example

The Average Touch Time measure is calculated as:

- Labour Hours: 14.5
- Disassembly: March 3, 2022, 1:33 PM
- Ready for Delivery: March 9, 2022, 12:19 PM
- Note: March 5, 2022, and March 6, 2022, were weekend days
- Cycle Time Calculation: March 3, 2022, 1:33 PM - March 9, 2022, 12:19 PM – 2 weekend days = 3.95 days (using date and time in Excel formula)
- Average Touch Time Calculation: 14.5 labour hours ÷ 3.95 cycle time days = 3.67

The results of the calculations for a period are averaged to provide the Average Touch Time measure on the scorecard.

Improving your score

You can improve your score by:

- Completing proper repair planning.
- Monitoring and using Mitchell repair statuses effectively.

Issues Resolution

Accredited repair shops may appeal certain disputes with MPI in accordance with its accreditation agreement and this policy. The accreditation agreement identifies certain disputes which may not have to follow this policy.

The first step to resolve a dispute is to discuss it with the appropriate MPI representative. Refer to the Issues Resolution page on mpipartners.ca for expected resolution timelines, and levels of escalation.

Appendix – RPS Glass and SRS Exclusion Methodology

Glass

Glass is primarily excluded from the RPS shop measure using Mitchell operation codes. All part lines with an associated glass labour operation code are excluded from RPS, even if there are zero labour hours associated to the line on the estimate. Additionally, sunroof glass is excluded from the RPS shop measure by identifying and not including the following line descriptions:

- Frt Sunroof Assembly
- Frt Sunroof Glass Assembly
- Frt Sunroof Glass Panel
- Frt Sunroof Panel
- Frt Sunroof Sliding Panel
- Rear Sunroof Glass Assembly
- Rear Sunroof Glass Panel
- Sunroof Assembly
- Sunroof Glass Assembly
- Sunroof Glass Panel
- Sunroof Sliding Panel

SRS

SRS components are excluded from RPS by identifying line descriptions **containing** text strings. For example, the line description, "L Frt Seat Belt Retractor Assy" will be excluded because it contains "Seat Belt". The line description "L Frt Seat" would not be excluded as it does not contain the entire "Seat Belt" string.

- Seat Belt
- Air Bag Bolt
- Air Bag Cable Reel
- Air Bag Center Sensor
- Air Bag Clock
- Air Bag Coil
- Air Bag Control
- Air Bag Diagnostic
- Air Bag Driver
- Air Bag ECS
- Air Bag Harness
- Air Bag Impact
- Air Bag Label
- Air Bag Module
- Air Bag Nut
- Air Bag Rollover
- Air Bag Rotary Coupler
- Air Bag Safing Sensor
- Air Bag Satellite Sensor
- Air Bag Screw
- Air Bag Seat
- Air Bag Warning
- Air Bag OCS
- Air Bag OPDS
- Air Bag Sensor
- Air Bag Occupant
- Air Bag Pass
- Air Bag System Air Bag Terminal
- Air Bag Side
- Side Air Bag
- Air Bag Weight
- Air Bag Steering
- Air Bag Decal
- Air Bag Switch
- Air Bag Pressure
- Air Bag Pig
- Air Bag Whiplash
- Air Bag Spiral
- Air Bag Restraint
- Air Bag Wire Harness
- Drivers Knee Air Bag
- Drivers Seat Air Bag
- Inform Label Air Bag
- Pass Air Bag Wire
- Air Bag Extension
- Air Bag Caution
- Connector Air Bag
- Curtain Air Bag
- Air Bag SDM
- Air Bag Cover
- Air Bag SRS
- Air Bag Light Sensor
- Knee Air Bag
- Air Bag Contact
- Air Bag Crash
- Air Bag Lwr
- Air Bag Pad
- Air Bag Suspension
- Air Bag Spacer
- Back Air Bag
- Air Bag Reel
- Air Bag Discriminating
- Air Bag Curtain
- Air Bag Initiator
- Air Bag Positive
- Engine Wiring Harness for Air Bag

- Air Bag Wiring
- Air Bag Combination
- Air Bag Connector
- Air Bag Plug

- Rear Air Bag
- Air Bag Clip
- Air Bag Gas
- Air Bag Bracket

- Suspension Air Bag
- Passenger Air Bag

It is important to note the line description will be excluded if it contains any of the above continuous text if is in the line description even if the line description contains additional text.