

PA Performance Management 2024



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Agenda

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 - b) Why are we changing the process?
2. The Parts Autonomy Audit Process
 1. PA Audit Pilot Results
 2. Audit Process
 3. Supporting Your Parts Decisions
3. Updates to RPS Target
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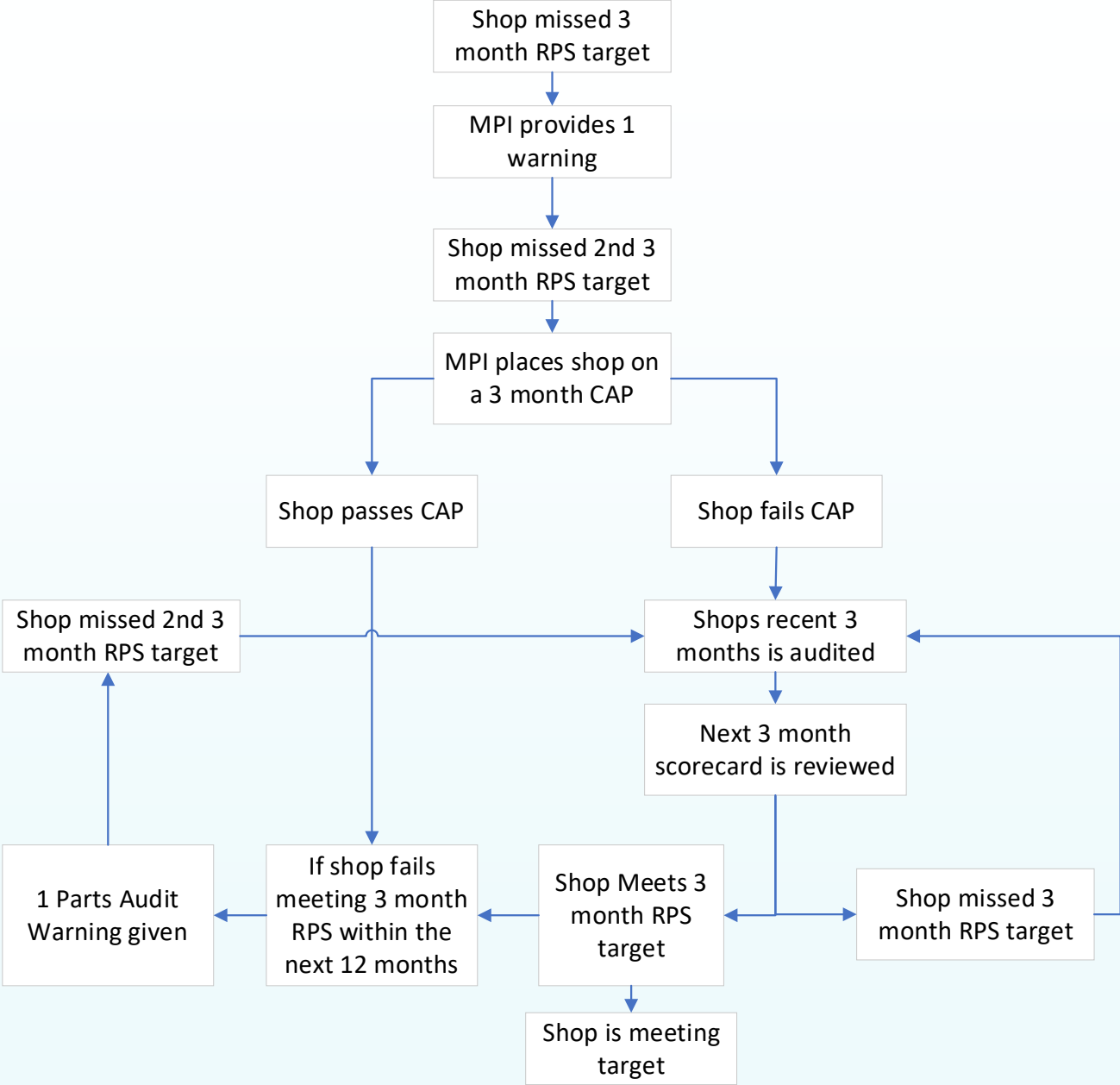


Changes to Corrective Action Plan Process



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Explaining the CAP Process



Why are we changing the process?

1. As many as 70/230 shops fall in the performance review level each month.
2. Opposed to giving the shop more time through CAP extensions, we are auditing to provide more insights into a shop's reasoning for not meeting as a proactive approach, stepping in to support sooner.
3. This change supports the effectiveness of the PA program by validating that the right decisions were being made.
4. Audits will validate targets and provide insights for future targets.
5. Shops provided with audit results to learn from.



The Parts Autonomy Audit process



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PA Audit Pilot Results

Parts Autonomy Audits were completed between April 18- May 16,2024.

Example of one shop:

Shop recently failed their CAP even after an extension. As we realized we needed to reconsider our approach to non PA shops we decided to audit to validate the shops failure to hit target as the shop claims they were trying and the targets were too high.

- Variance of \$5000 based on KPI scorecard
- Audit identified over \$9000 in missed opportunities.
- 19 claims in 3 month CAP period was audited.
- Following feedback, the next scorecard the shop exceeded target by \$11,000.

Parts Autonomy Shop Audits completed	18
Shops included	16 (2 repeated)
Claims identified for audit	1136
Count of completed claims	681/1136
Count of claims with recovery amounts	657
Claims that didn't require auditing as MPI reached the variance.	455/1136
Total potential recovery	\$249,052.82



Audit Process

1. Audit of the recent three months.
2. Audit for Aftermarket and Recycled crash parts & Drivetrain.
3. MPI will reference what was available on the shops estimate submission date.
4. MPI will rely on published grading and part information to find equivalent parts. Parts won't be visually inspected.
5. MPI will reference and validate any shop supporting information.
6. No missed opportunities identified result in no recoveries.
7. MPI will recover dollars only up to the three-month variance.
8. MPI's normal audit recovery process will be followed.
9. Emailed audit report, updated estimates, and journal notification for all part recoveries.
10. Audit Insights will be leveraged for future analysis into targets.
11. Parts audit continues until the shop meets targets.



Audit Results

Sample of Audit report to be shared with repair facilities.

Parts Audit

SRA			
Shop name			
Shop Ran			
Shop current 3 month Variance		3 month claim volume	PA Recovery Total before taxes
-0.60%	-\$4,414.00	330	\$4,403.17

Target for recovery	-\$4,414.00
Potential recovery total	\$4,403.17
Variance	-\$10.83

zero or neg

Claim Number	Original Paid Date	(g) RPS Variance \$	Under 20k?	Potential Recovery Amount	Hold on Recovery	Recover insight 1	Recover insight 2	Recover insight 3	Vehicle Year	Vehicle Make	Vehicle Model
	4/12/2024	-\$950.33	No	\$1,758.12		Fender	Door	Lamp	2019	CHEVROLET	EQUINOX LT
	2/2/2024	-\$443.26	No	\$740.95		Door			2012	HONDA	PILOT TOURING
	3/12/2024	-\$505.82	No	\$675.95		Radio			2014	CHEVROLET	SILVERADO 1500 LTZ CREW CAB
	4/15/2024	-\$757.01	No	\$603.08		Label	Hood		2017	CHEVROLET	MALIBU PREMIER
	3/26/2024	-\$807.85	No	\$515.16		Bumper	Sub-Frame		2019	CHEVROLET	BLAZER
	4/18/2024	-\$598.76	No		\$409.06	Lamp	Bumper	Luggage Lid	2017	CHEVROLET	CRUZE LT TURBO
	2/21/2024	-\$547.84	No		\$393.54	Labels	Cooling Fan	Fender Liner	2020	CHEVROLET	MALIBU LT
	3/14/2024	-\$826.55	No		\$390.95	Door Mirror			2015	CADILLAC	CTS 3.6L
	2/22/2024	-\$706.08	No	\$109.91		Label	Air Cleaner		2019	CHEVROLET	TRAVERSE LT
	2/2/2024	-\$1,033.33	No		\$67.99	Label			2020	GMC	ACADIA SLE
	3/28/2024	-\$1,878.29	No	\$0.00					2020	GMC	TERRAIN SLE 2.0T
	3/5/2024	-\$736.87	No	\$0.00					2018	CHEVROLET	SILVERADO 1500 CUSTOM CREW CAB
	4/3/2024	-\$730.47	No	\$0.00					2014	CADILLAC	CTS 3.6L
	3/28/2024	-\$613.45	No	\$0.00					2019	GMC	TERRAIN SLT 2.0T
	4/9/2024	-\$503.53	No	\$0.00					2013	FORD	EXPLORER XLT
	2/15/2024	-\$469.49	No	\$0.00					2023	CHEVROLET	SILVERADO 1500 RST CREW CAB
	4/16/2024	-\$462.91	No	\$0.00					2019	BUICK	ENCLAVE AVENIR
	4/29/2024	-\$447.58	No	\$0.00					2020	CHEVROLET	EQUINOX LT 2.0T
Grand Total				\$4,403.17	\$1,261.54						



Supporting Your Parts Decisions

Always provide an accurate final repair account.

- Delete wrong parts from the estimate and reenter with correct parts. Use the qualified / unqualified search option.
- Explain any reason for part line modification when correct part is not published. I.e. part number only change.

Accepted Reason	Shop Support Responsibility
Availability	<ul style="list-style-type: none">• Shop's are expected to locate options that are available (MAPP, Car-Part, direct contact)<ul style="list-style-type: none">• Best Practice – provide the supplier the vehicle and application details and ask about all alternate options. For example: CAPA, Platinum Plus and non certified are acceptable for most parts.
Poor Quality - Fit	<ul style="list-style-type: none">• Provide a copy of the purchase invoice & photo clearly demonstrating the fitment issue• Alternate – supplier confirmation that there is a history of fitment issues with this part and it's being removed from inventory or pending QA decision.
Poor Quality - Grade	<ul style="list-style-type: none">• Provide a copy of the purchase & photo clearly demonstrating how the grading does not align with <u>MPI's minimum requirements of the ARA grading</u>. Issue should also be logged with Car-Part.• Alternate – supplier confirmation that the part has not been properly graded and they will be revising the grading.



Updates to RPS Targets



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RPS Target Updates

1. Along with the CAP and Parts Autonomy Audit changes, MPI will update its RPS targets based on more recent shop performance while also leveraging additional analysis and conversations with an industry working group.
2. Parallel Scorecards will be released to repair facilities on July 15th along with your current scorecards.
3. MPI will publish updates on the shop measures and relevant job aids to support this change.
4. RPS updated targets will go live effective the September scorecard that shops will receive in October.



Next Steps

Timeline

June 12th Webinar-CAP update

June 14th CAP update Q&A posted on MPI Partners

June 28th RPS update NTT

July 2nd Start of New CAP and PA Audit

July 3rd Updates to Partners documents

July 15th First Parallel Scorecard released

August 15th second Parallel Scorecard released

September 15th Final Parallel Scorecard released

October 15th First Live Scorecard released

October -Incentive payment for new RPS targets.



Additional Resources

The following are resources that have been updated and are available to all shops to review to help you through this change and to be successful with the PA Program.

1. MPI Parts Business Rules – 2021
2. Parts Autonomy Program Guide
3. Shop Measures guide
4. RPS Job aid
5. RPS Vehicle Groupings job aid
6. Q&A CAP and PA Audit
7. Repair Shop Support Job Aid



Questions

