



Parts Autonomy Survey 2023

Fielded: August, 2023

In August, 2023, a survey of Manitoba Public Insurance’s (MPI) repair shop partners was conducted to gain feedback on the Parts Autonomy (PA) program and how various aspects of it could be improved. The survey was administered by MPI’s Customer Insights & Analytics department following consultation with MPI’s Industry consultation committees.

Contacts from all accredited repair shop partners were invited to participate in the survey. This report provides question-by-question results, and summaries of open-ended feedback.

Report / Sample Notes

The following table details the count of respondents who completed the survey. A total of 116 respondents completed the survey from August 14 to 25, 2023, for a completion rate of 33%. Ownership type is based on an in-survey question, with all other demographics based on shop information provided by PDP (specifically, recent annual claim volume, location/postal code to determine territory, memberships held by shops). Claim volume groupings (specifically, < 260 and > 260) was determined by PDP.

Respondent Sample Sizes		#
All respondents		116
Ownership type	Independently owned	66
	Multiple Shop Operator (MSO) location	15
	Dealer	25
	Prefer not to specify	10
Claim volume (annual)	Less than (<) 260	46
	Greater than (>) 260	70
MPI Territory	One (Winnipeg, East & West St. Paul, Headingly)	55
	Two - Four ('non-Winnipeg')	61
Shop Memberships	Automotive Trades Association of Manitoba (ATA)	35
	ATA & Manitoba Motor Dealers Association (MMDA)	15
	MMDA	16
	Not available (N/A)	50

In charts and tables throughout, the ownership type of ‘*prefer not to specify*’ is not included as a breakout; however, its data still contributes to the overall result (“All”) in charts and tables.

Question response selections of ‘*not applicable / prefer not to specify*’ are not included in question-by-question results and did not impact the calculated percentages of responses displayed.

Demographic breakouts are omitted from question results with too small of a sample size if there were not enough respondents in the breakouts to provide a valid sample size at that level.

Contents

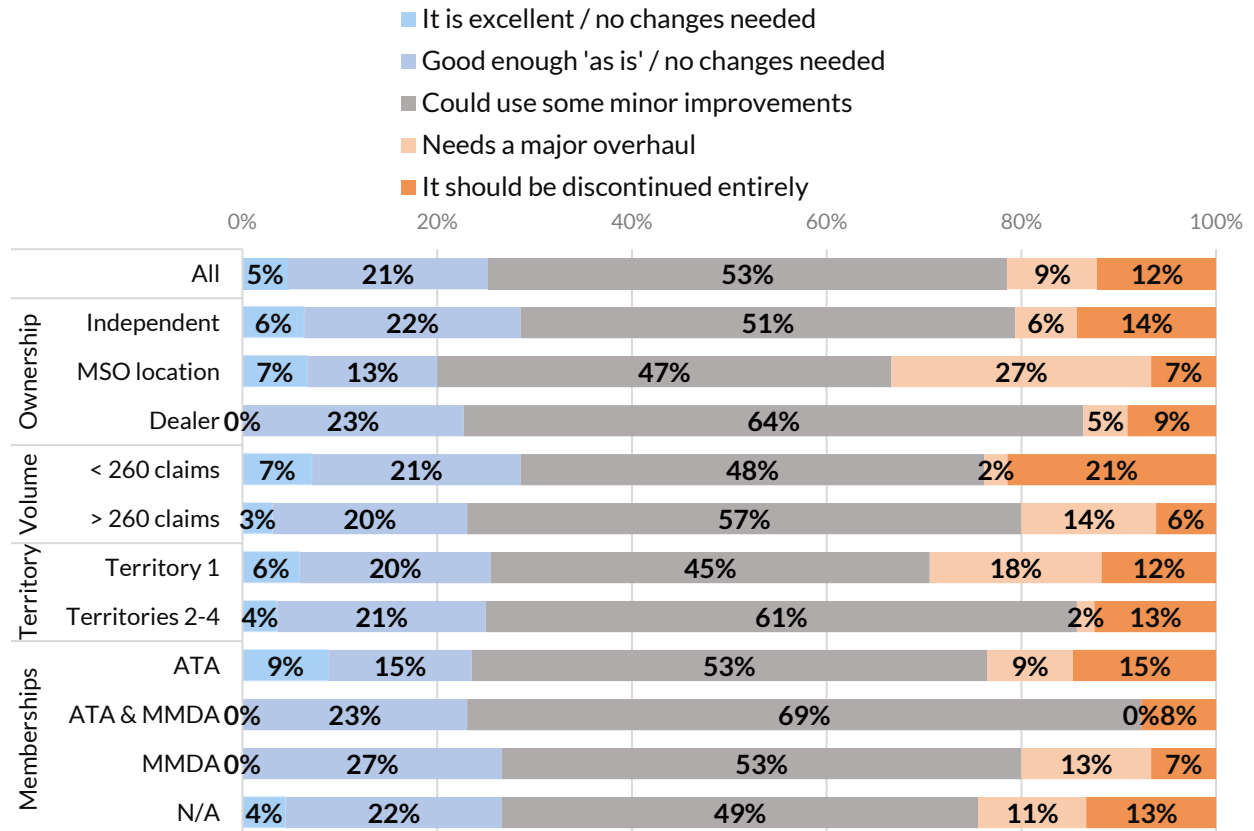
Report / Sample Notes	1
Parts Autonomy Program Sentiments	3
Sentiment on changes needed to PA program.....	3
Suggested changes to the PA program	4
Perspectives on why the PA program should be discontinued.....	4
Voluntarily opt out of the PA program.....	5
Reasons to opt out of the PA program	5
Important aspects of the PA program	6
Preference for MPI to determine part type selection	7
Shops' margin on parts as a result of PA.....	7
Common methods of achieving RPS score	8
Positive feedback on the PA program	8
Additional comments and feedback on the PA program	8
Awareness of MPI Supports	9
Understanding of PA Privileges	10
Understanding of MPI Parts Business Rules	10
Understanding when applying 13 Parts related Estimating Standards	10
Realized Parts Savings Key Performance Indicators	11
Understanding of how RPS is calculated.....	11
Able to accurately identify parts included and excluded from RPS calculations	11
Awareness of impact to shop's RPS when part sourcing decisions being made	12
Awareness of recent changes to RPS calculations.....	12
Perceived impact of RPS calculation changes.....	13
Repairing vehicles not listed in groups which excludes the claim from RPS.....	14
Policy regarding alternate parts not being installed on vehicles under 20,000km.....	15
Recycled Part Sourcing (Car-Part)	16
Took workflow training provided by Car-Part	16
Car-Part Pro workflow	16
Previously contacted Car-Part support.....	17
Helpfulness of Car-Part support	17
Previously used 'Report a Supplier' feature in Car-Part Pro	18
Effectiveness of 'Report a Supplier' feature in Car-Part Pro	18
Potential acceptance of enhanced recycled part sourcing training from Car-Part.....	19
Sourcing recycled parts outside Car-Part Pro software.....	19
Preference for sourcing parts.....	20
Preference for recycled part sourcing workflow.....	20
Proportion of monthly claims CPP used to attempt sourcing recycled parts.....	21
Feedback on Car-Part Pro.....	21
Workflow	22
Impact of Parts Autonomy program on shop efficiency	22
Improvement of the overall claim process	22
Suppliers	23
MAPP supplier satisfaction.....	23
Feedback on MAPP supplier service	24
Car-Part Pro supplier satisfaction	24
Feedback on Car-Part Pro supplier service	25
OE supplier satisfaction	26
Feedback on OE supplier service	27
Corrective Action Plan for RPS Performance	28
Previous involvement with a Corrective Action Plan.....	28
Corrective Action Plan experiences.....	28
Improvements to Shop Relationship Advisor coaching and feedback.....	29

Parts Autonomy Program Sentiments

Questions were asked regarding how MPI's PA program is serving repair shops and their experiences overall. The following results indicate the percentage who responded positively to the following questions.¹

Sentiment on changes needed to PA program

Which of the following is closest to your own opinion about the Parts Autonomy program?



¹ Unless otherwise specified, questions based on a scale of 1 (for example, very dissatisfied, strongly disagree) to 7 (for example, very satisfied, strongly agree). Percentages in charts are those deemed to have responded positively based on a response of 6 or 7 out of 7.

Suggested changes to the PA program

Those who indicated that either 'minor changes' or a 'major overhaul' is needed were asked what changes to the PA program they suggest.

Notable recurring mentions include²:

- Added too much administration time
- Additional parts need to be included in program (for example, tires, wheels)
- Availability of parts / need to access more suppliers
- Be clearer / use plain language / difficult to understand policies
- More discounts needed
- PA program favours MPI too heavily / does not favour shops
- Parts are often not of an acceptable quality
- RPS should not factor parts that cannot be otherwise sourced
- Show current data (for example, current RPS, savings amounts)
- Too difficult to obtain or maintain MPI's targets / scores
- Unfair to shops that typically service older vehicles (for example, rural, non-dealer)

Perspectives on why the PA program should be discontinued

Those who indicated that the PA program should be discontinued were asked why they believe so.

Notable recurring mentions include³:

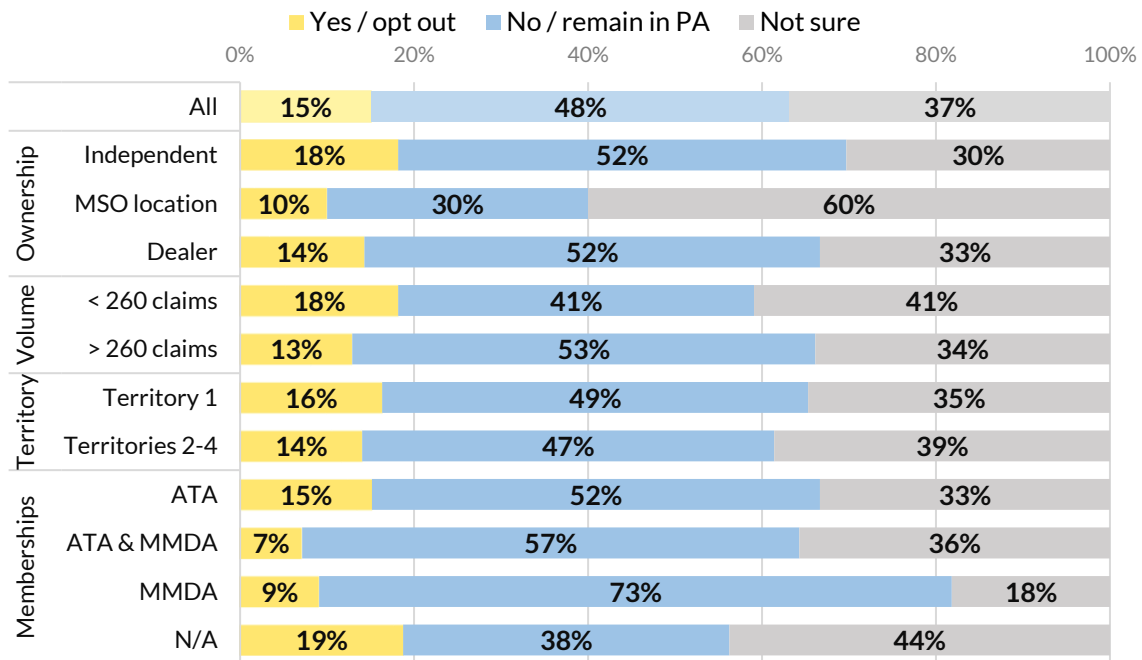
- Calculations are flawed or biased (for example, discounts, included parts)
- PA program favours MPI too heavily / does not favour shops
- Unfair to small / rural shops

² Based on 38 responses received.

³ Based on 5 responses received.

Voluntarily opt out of the PA program

If given the option would your shop voluntarily opt out of the Parts Autonomy program?



Reasons to opt out of the PA program

Those who indicated that they would prefer their shop opt out of the PA program were asked their reasons why.

Notable recurring mentions include⁴:

- No benefit / PA program is useless
- Parts often of poor quality
- Too time consuming / too bureaucratic

⁴ Based on 7 responses received.

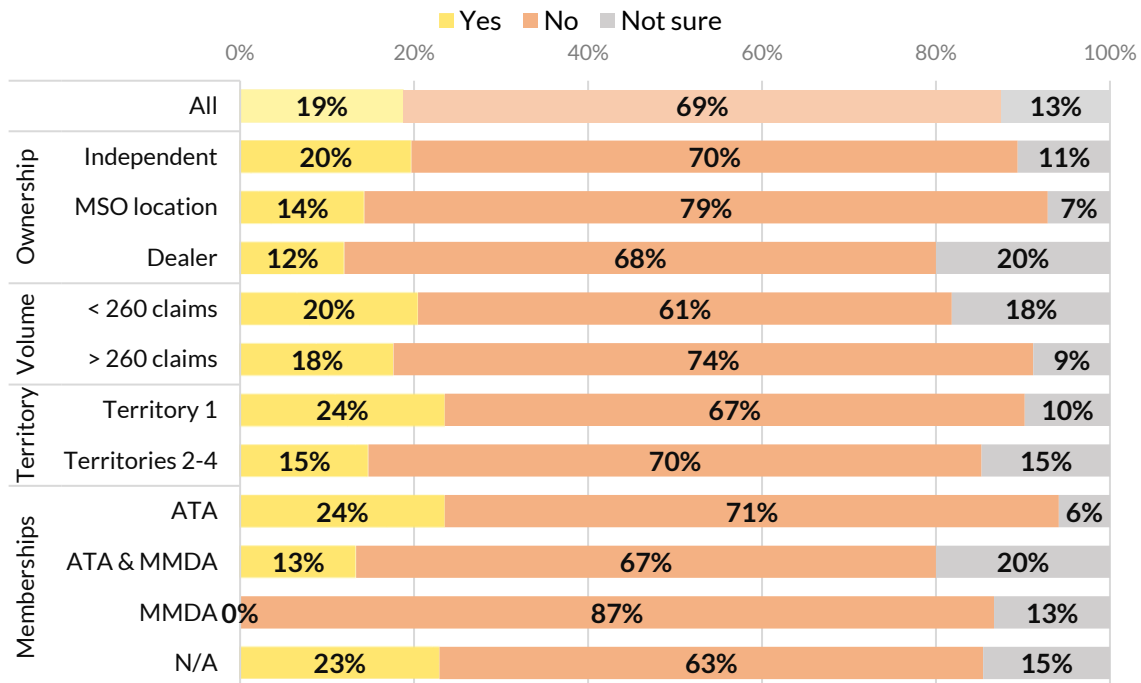
Important aspects of the PA program

Respondents were provided a list of aspects of the PA program and were asked to indicate which of those aspects are important to them. The following table details the percentage of respondents who indicated each aspect as being important and is sorted by the most to least selected aspect. Sums to more than 100% as multiple selections allowed (apart from those who selected *none of the above*).

	All	Indep.	MSO	Dealer	<260 claims	>260 claims	Territ. 1	Territ. 2-4	ATA	ATA & MMDA	MMDA	N/A
Direct business relationship with suppliers (i.e., without MPI intervention)	75%	76%	73%	72%	75%	74%	80%	70%	68%	80%	75%	78%
Shop workflow efficiency	71%	67%	73%	76%	59%	79%	74%	68%	71%	73%	88%	65%
Shop's ability to make good business decisions when sourcing parts	68%	67%	73%	72%	66%	69%	65%	70%	62%	73%	75%	67%
Fairness of RPS target for your shop	65%	65%	53%	72%	64%	66%	59%	70%	68%	67%	75%	59%
Ability to select part type without MPI approvals	61%	68%	47%	64%	59%	63%	54%	68%	62%	67%	69%	57%
Ability to self-supply recycled parts	55%	62%	47%	52%	57%	54%	44%	65%	50%	33%	75%	59%
Fairness of RPS metrics for each vehicle group / age	52%	53%	47%	60%	52%	51%	50%	53%	62%	60%	50%	43%
MPI estimate review process	48%	47%	33%	56%	43%	51%	44%	52%	47%	53%	56%	45%
Market pricing (OE less \$1) for all alternate part types	42%	41%	47%	44%	36%	46%	41%	43%	44%	47%	31%	43%
Recycled sourcing process using Car-Part Pro	39%	39%	27%	52%	41%	39%	37%	42%	32%	40%	50%	41%
Reduced part related audits by MPI	39%	36%	33%	48%	32%	44%	43%	37%	41%	47%	50%	33%
Shop staff ability to apply parts rules compared to the old program	35%	32%	27%	52%	25%	41%	31%	38%	32%	40%	56%	29%
Alternate parts supplier service	32%	32%	20%	40%	34%	30%	26%	37%	15%	33%	50%	37%
Volume and variety of recycled parts inventory	30%	30%	27%	32%	18%	37%	24%	35%	35%	27%	31%	27%
Other aspects (<i>see below</i>)	5%	8%	0%	4%	5%	6%	7%	3%	6%	0%	13%	4%
None of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

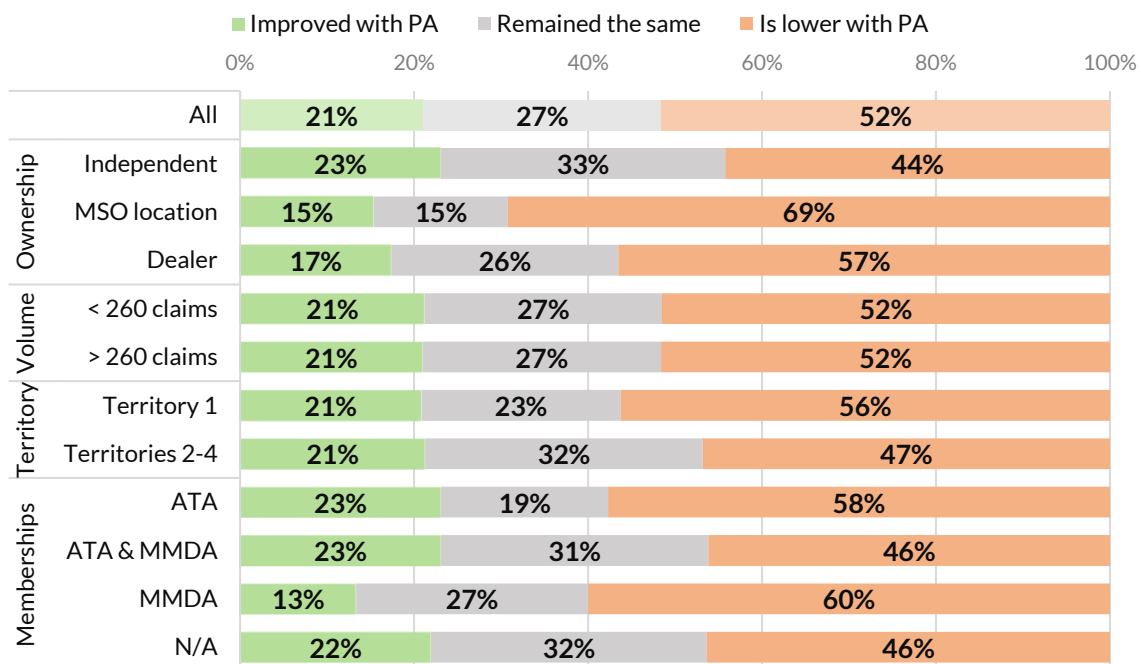
Preference for MPI to determine part type selection

Would you prefer MPI determine your part type selection for your shop? In other words, reverting to the system used before Parts Autonomy?



Shops' margin on parts as a result of PA

Considering your shop's margin on parts as a result of Parts Autonomy, overall has your shop's margin:



Common methods of achieving RPS score

Respondents were presented a list of methods of achieving the Realized Parts Saving (RPS) score and asked to rank their methods used from most to least common using a numeric “1” for their top ‘number one’ method, “2” for the second most common method, and so on.

The following table is sorted with the top used method at the top, and the least used at the bottom. The results are the mean ranking provided, as such the lower the mean rank the more common method (specifically, the closer it is to “1”).

	All	Indep.	MSO	Dealer	<260 claims	>260 claims	Territ. 1	Territ. 2-4	ATA	ATA & MMDA	MMDA	N/A
Price matching alternate parts with OE	1.88	1.86	2.33	1.60	1.81	1.93	1.98	1.81	2.52	1.45	1.60	1.69
Using a combination of the above as best suits my business needs	2.49	2.38	2.62	2.63	2.50	2.48	2.40	2.55	2.00	2.90	2.93	2.56
Line Discounting OE parts	2.64	2.95	2.29	2.14	2.83	2.52	2.59	2.68	2.66	1.92	2.00	3.04
Installing alternate (AM, RM, LK) parts	2.70	2.63	2.36	3.25	2.63	2.76	2.60	2.79	2.38	3.36	3.27	2.60

Positive feedback on the PA program

All respondents were asked if they have any positive feedback on what is working well with the PA program. Some respondents provided ‘mixed’ responses by including critiques with their positive feedback.

Notable recurring mentions include⁵:

- Ability to make own decisions on part selection
- Can still work with suppliers directly
- Improved efficiency / better shop workflow / faster searching
- Saves money / reduces cost

Additional comments and feedback on the PA program

All respondents were asked at the survey’s conclusion if they have any additional feedback or comments about the PA program.

Notable recurring mentions include⁶:

- Everything is good / is fair / working well ‘as is’
- Improve quality of parts
- RPS calculation needs to be improved
- Too bureaucratic
- Too time consuming for shops / too much responsibility / MPI shifted burden to shops
- Unfair to certain vehicles or shops (for example, rural, older vehicles)

⁵ Based on 23 responses received.

⁶ Based on 22 responses received.

Awareness of MPI Supports

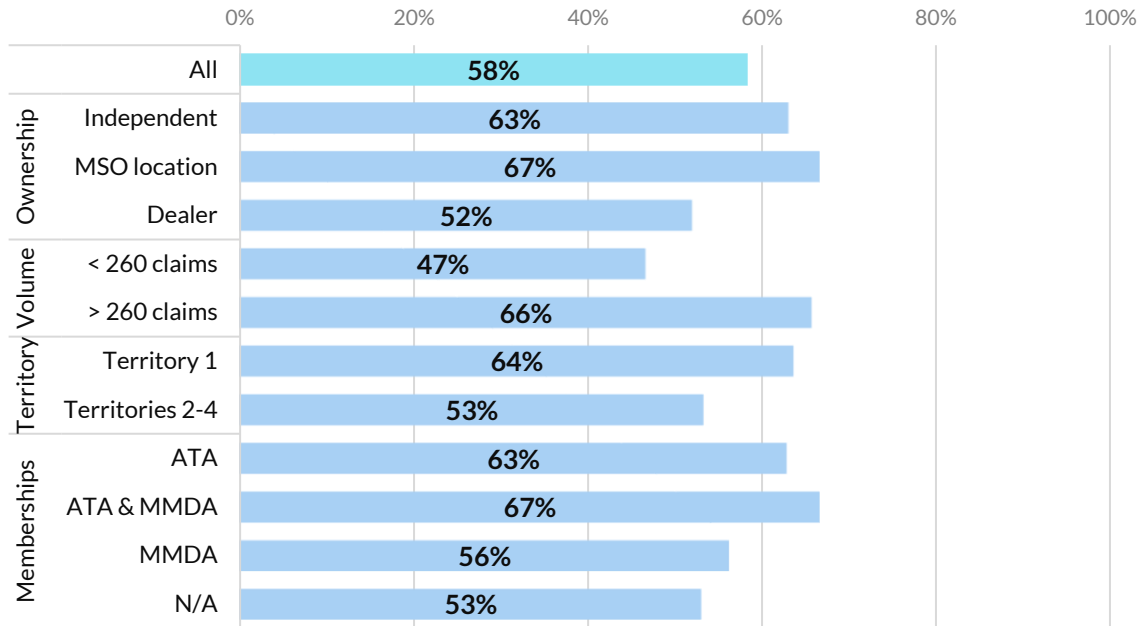
Respondents were provided a list of supports available from MPI and were asked to indicate which of those supports they are aware of. The following table details the percentage of respondents who are aware of each support and is sorted by the support with highest awareness to least overall. Sums to more than 100% as multiple selections allowed (apart from those who selected *none / not aware of any of the above*).

	All	Indep.	MSO	Dealer	<260 claims	>260 claims	Territ. 1	Territ. 2-4	ATA	ATA & MMDA	MMDA	N/A
Realized Parts Savings Job Aid	67%	68%	60%	68%	61%	71%	69%	66%	71%	73%	81%	58%
Realized Parts Savings Vehicle Groups Job Aid	58%	58%	60%	64%	46%	66%	62%	54%	54%	73%	69%	52%
Self-Supplied Recycled Parts Process Job Aid	54%	56%	47%	60%	48%	59%	60%	49%	57%	67%	63%	46%
Parts Autonomy Training videos on MPI Partners	53%	50%	73%	52%	46%	57%	56%	49%	54%	47%	81%	44%
Parts Autonomy Additional RPS Credit Job Aid	44%	41%	53%	52%	28%	54%	45%	43%	43%	53%	69%	34%
None / not aware of any of the above	13%	15%	7%	12%	11%	14%	11%	15%	14%	13%	6%	14%

Understanding of PA Privileges

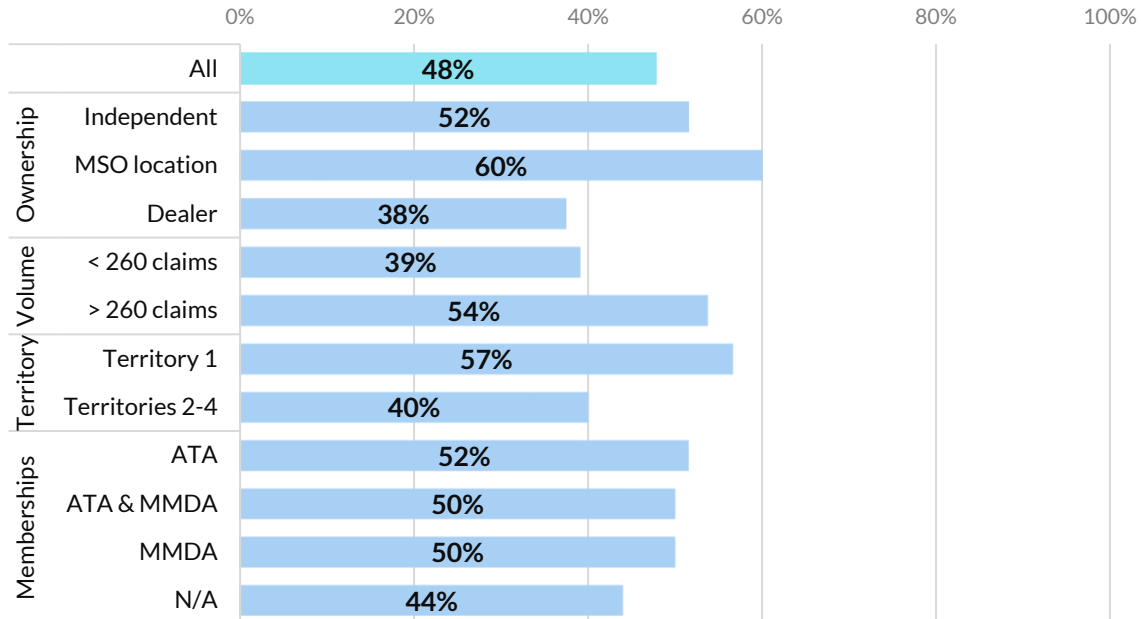
Understanding of MPI Parts Business Rules⁷

What is your level of understanding of the MPI Parts Business Rules?



Understanding when applying 13 Parts related Estimating Standards⁸

What is your level of understanding when applying of the 13 Parts related Estimating Standards?⁹



⁷ Percentage who rated 6-7 out of 7, where 7 is “excellent understanding.”

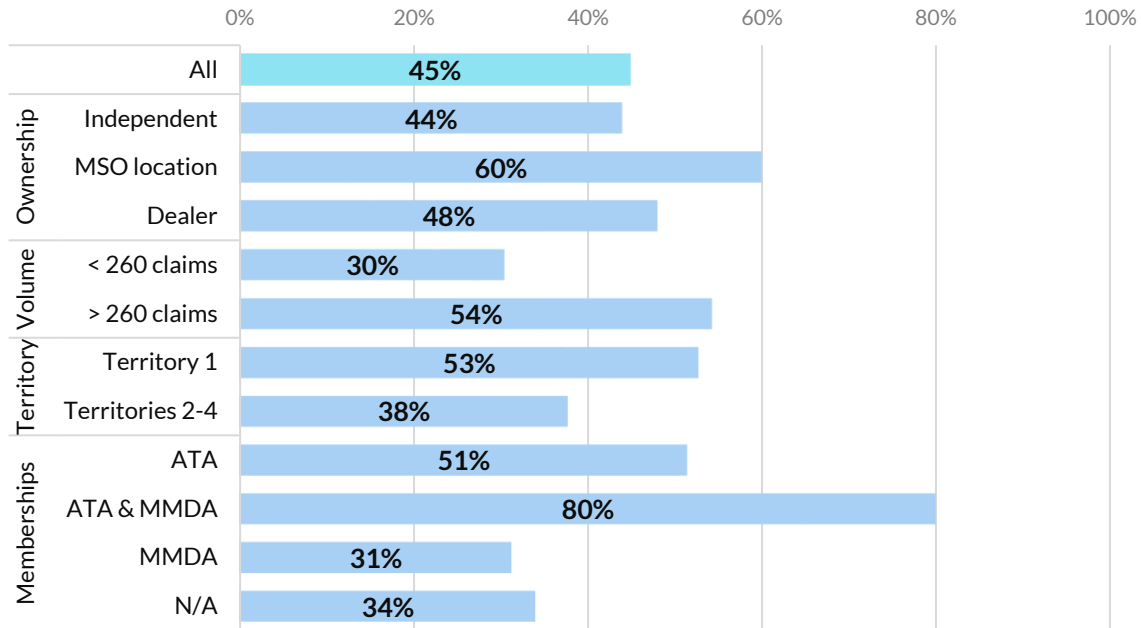
⁸ Ibid.

⁹ Respondents were provided a list of the 13 standards with hyperlinks to those standards for reference.

Realized Parts Savings Key Performance Indicators

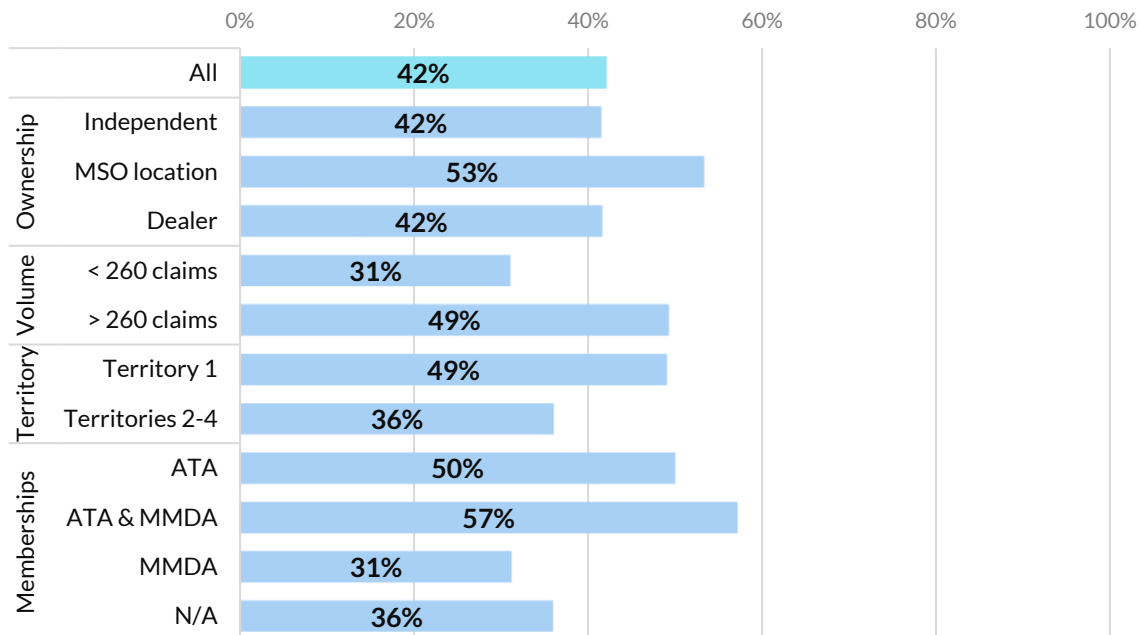
Understanding of how RPS is calculated¹⁰

What is your level of understanding of how RPS is calculated?



Able to accurately identify parts included and excluded from RPS calculations

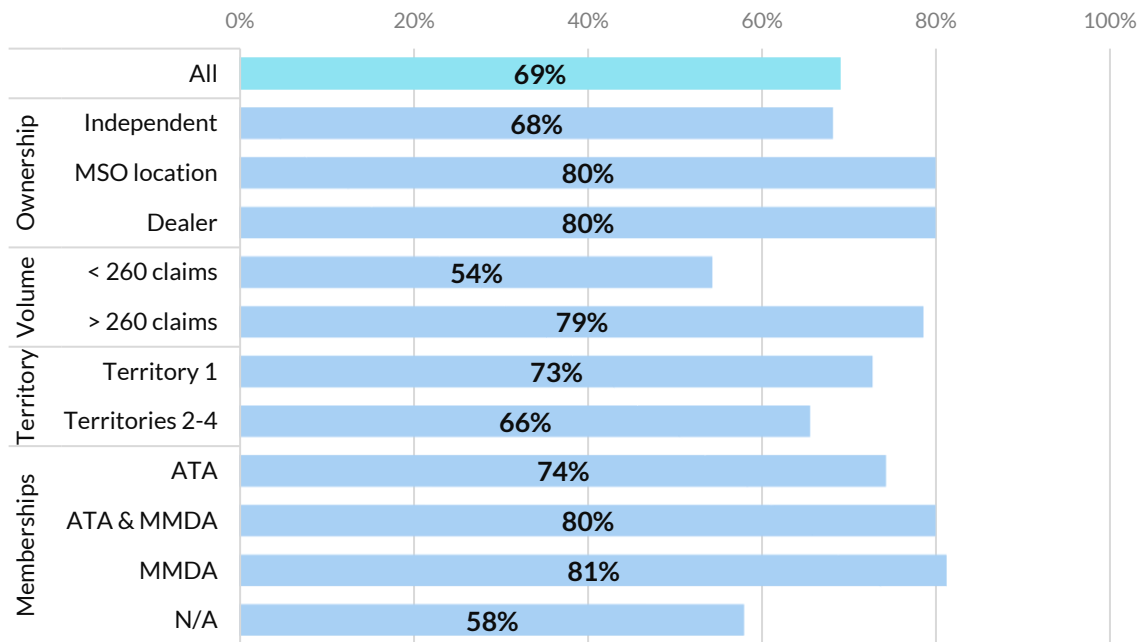
What is your level of agreement that you are able to accurately identify parts included and excluded from the RPS calculation?



¹⁰ Percentage who rated 6-7 out of 7, where 7 is “excellent understanding.”

Awareness of impact to shop's RPS when part sourcing decisions being made¹¹

What is your level of awareness of the impacts to your shop's RPS score when part sourcing decisions on a claim are being made?



Awareness of recent changes to RPS calculations

Respondents were provided a list of recent changes to RPS calculations and were asked to indicate which of those changes they are aware of. The following table details the percentage of respondents who are aware of each change and is sorted by the change with highest awareness to least overall. Sums to more than 100% as multiple selections allowed (apart from those who selected *none / not aware of any of the above*).

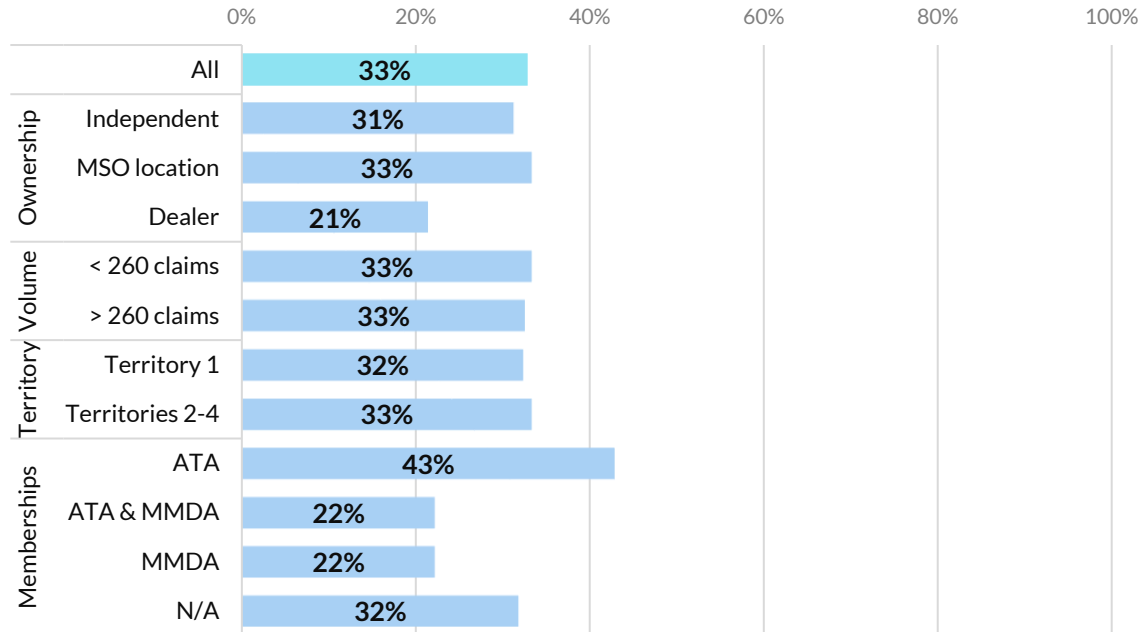
	All	Indep.	MSO	Dealer	<260 claims	>260 claims	Territ. 1	Territ. 2-4	ATA	ATA & MMDA	MMDA	N/A
Removed glass from the calculations	66%	64%	67%	68%	52%	74%	69%	62%	71%	67%	81%	56%
Removed SRS components from the calculations	66%	68%	67%	64%	57%	73%	69%	64%	74%	67%	75%	58%
Vehicle age determined by date of loss rather than the date you completed the repair	54%	52%	73%	60%	39%	64%	56%	52%	69%	53%	75%	38%
None / was not aware of the above changes	14%	14%	0%	20%	20%	10%	13%	15%	9%	20%	13%	16%

¹¹ Percentage who rated 6-7 out of 7, where 7 is "completely aware."

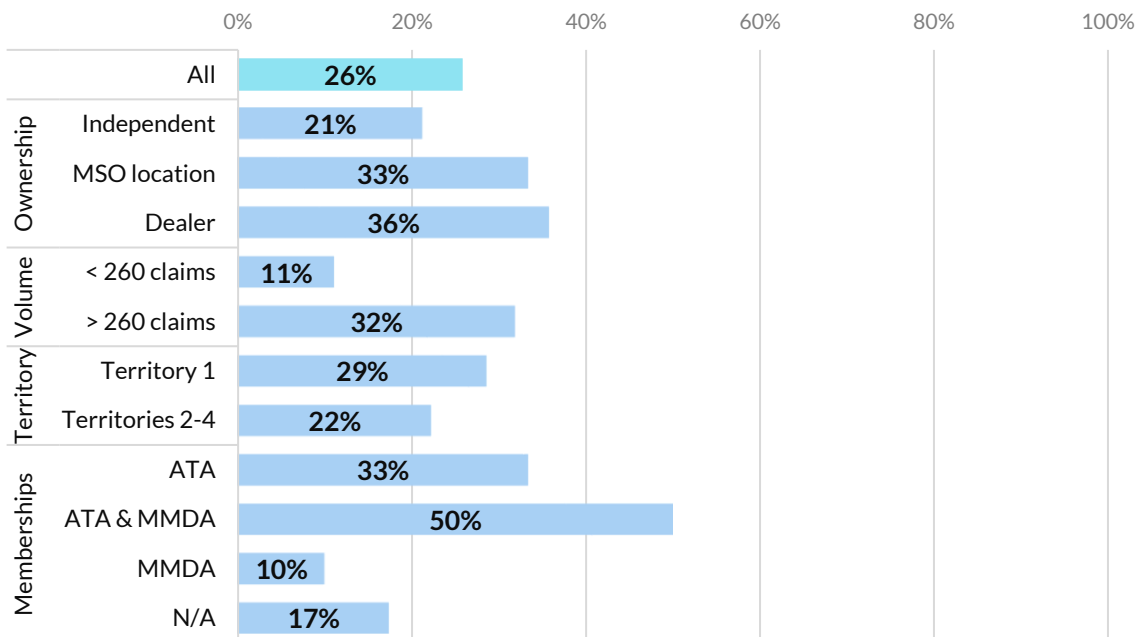
Perceived impact of RPS calculation changes

Of those changes to the calculations that each respondent was aware of, they were asked agreement statements regarding the impact of those changes:

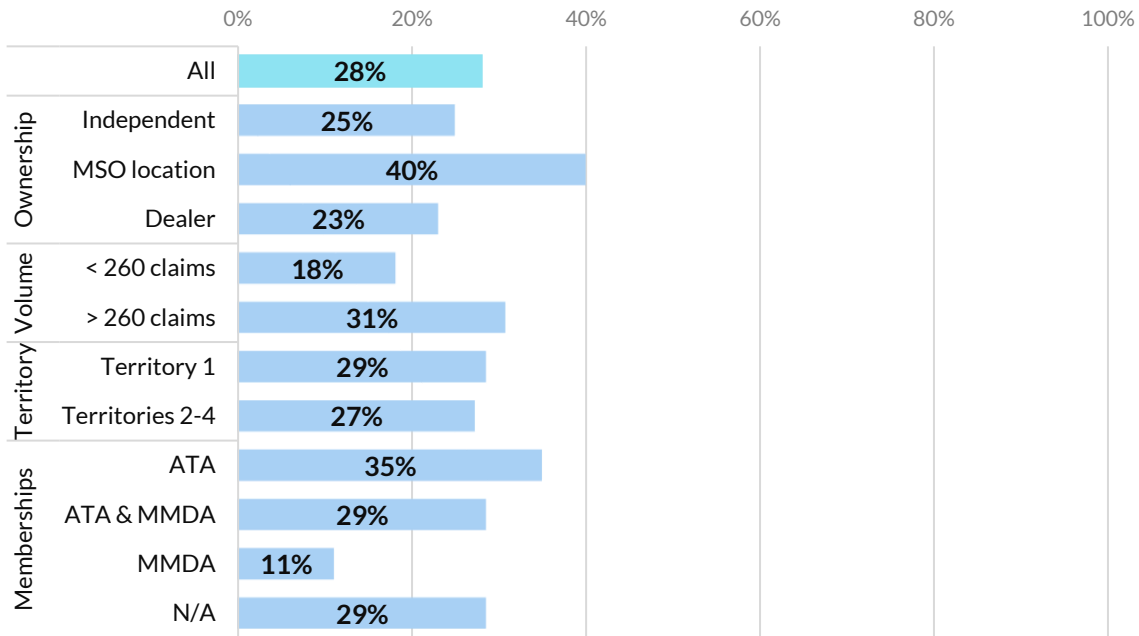
My shop's RPS improved following the removal of SRS components from the calculations



My shop's RPS improved following the removal of glass from the calculations



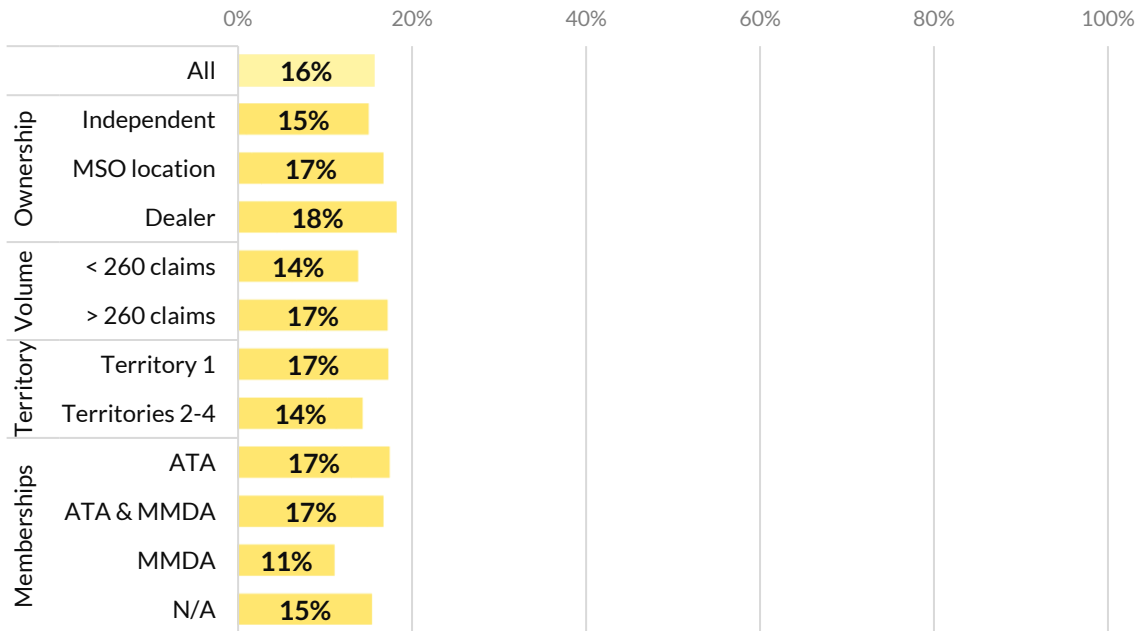
**My shop's RPS improved following the vehicle age calculation change
(date of loss rather than date completed repair)**



Repairing vehicles not listed in groups which excludes the claim from RPS

Respondents were asked if their shop ever repaired a vehicle that was not listed in the vehicle groups which excludes the claim from RPS. They were provided a hyperlink to the Realized Parts Savings Vehicle Groups page on MPI Partners for reference if they needed.

Yes / repaired such vehicles:



Types of makes/models repaired not listed in the vehicle groups

Those who indicated having repaired such vehicles not listed in the vehicle groups were asked an open-ended question to provide some examples of which makes/models they have repaired.

Note: small sample, only 10 respondents indicated their shop having repaired such vehicles and of those only 4 provided examples:

1982 Triumph Spitfire
2021 JAGUAR F TYPE
2021 FORD TRANSIT
Ford E350 Cube van with a bucket for MTS
Motorcycle

Frequency per year when vehicle(s) repaired but not listed in vehicle groups

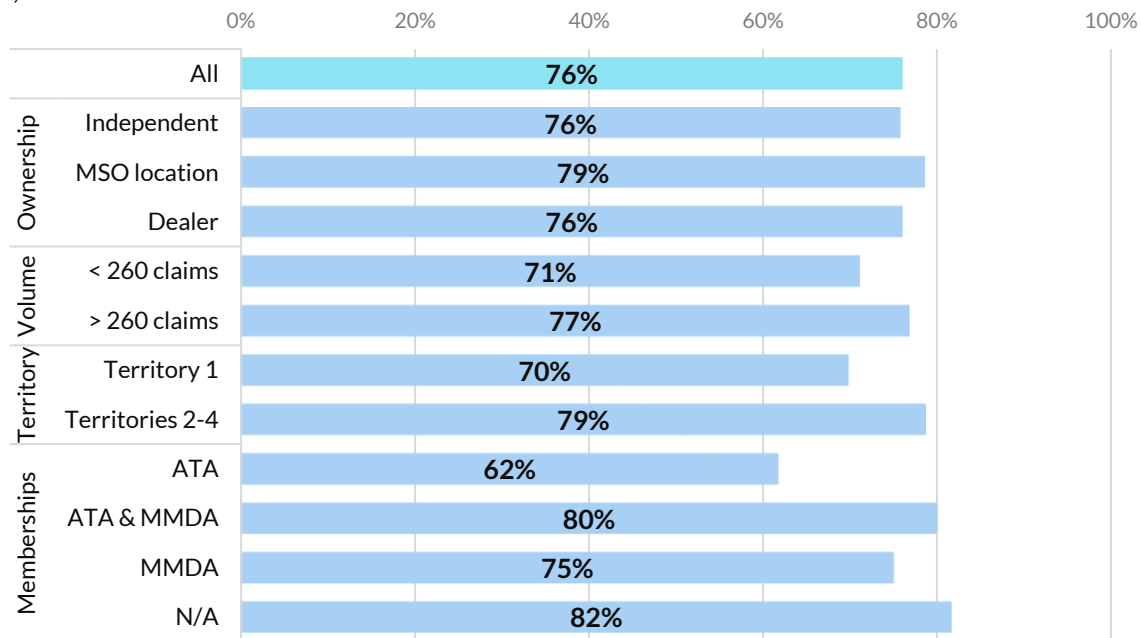
Those who indicated that their shop conducted repairs to such vehicles were asked about how often it occurs in a year when a vehicle is repaired but not listed in vehicle groups which excludes the claim from RPS.

Note: small sample (8 responded, 2 did not recall / preferred not to specify)

1 to 5 times a year	88%
6 to 10 times a year	13%
11 or more times a year	0%

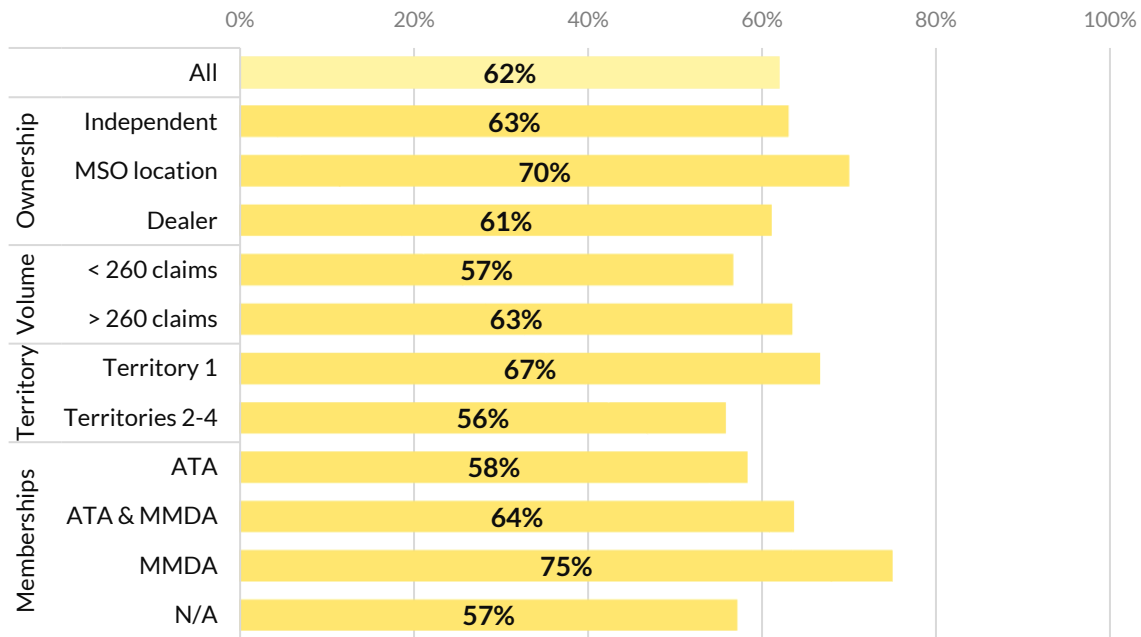
Policy regarding alternate parts not being installed on vehicles under 20,000km

What is your level of agreement with the policy that alternate parts cannot be installed on vehicles under 20,000km?



Recycled Part Sourcing (Car-Part)

Took workflow training provided by Car-Part¹²

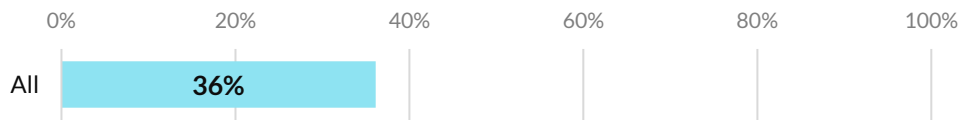


Car-Part Pro workflow

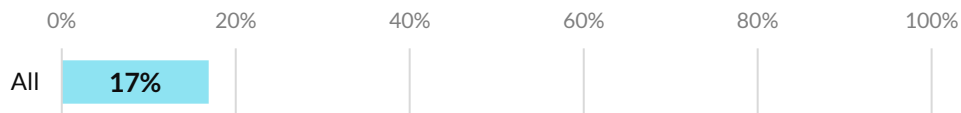
Those who indicated taking the workflow training provided by Car-Part were asked two questions on their level of satisfaction regarding Car-Part Pro workflow.

Note: due to a smaller sample size, results only provided for all respondents combined.

Ease of workflow using Car-Part

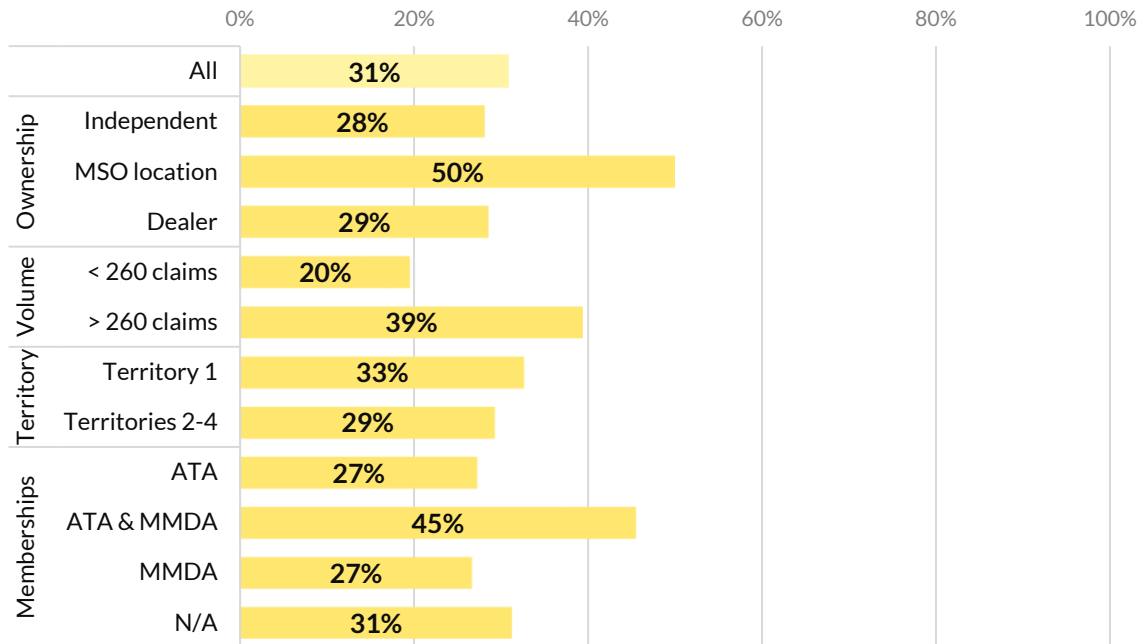


Accuracy of parts inventory using Car-Part



¹² Based on a Yes/No question.

Previously contacted Car-Part support¹³



Helpfulness of Car-Part support

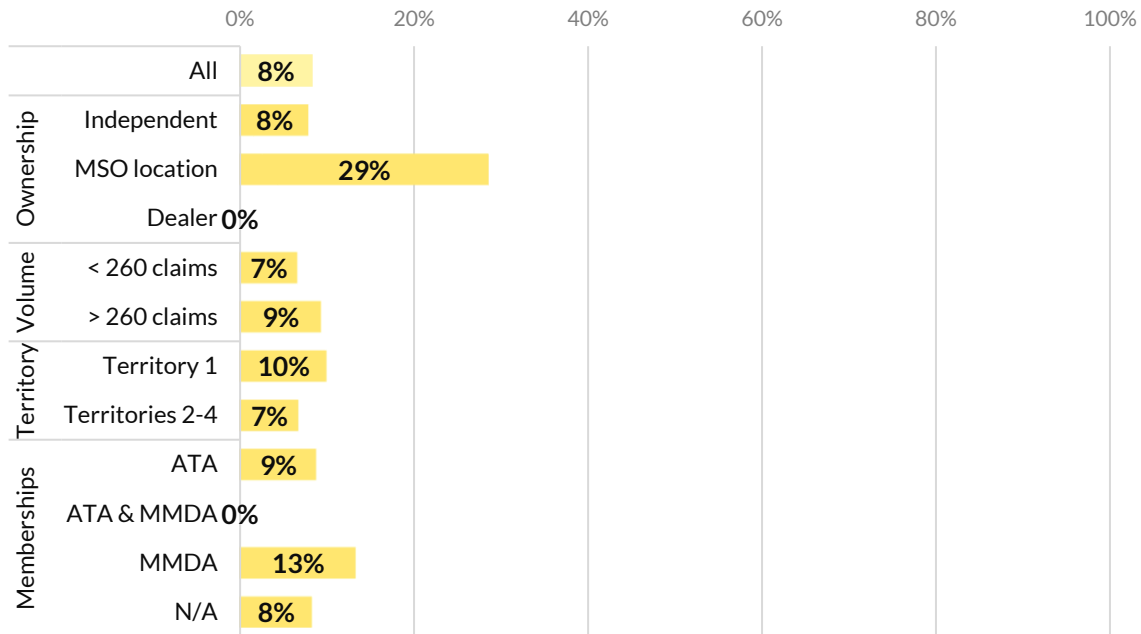
Respondents who indicated they previously contacted Car-Part support were asked: *What is your level of agreement that contacting Car-Part support was helpful?*

Note: due to a smaller sample size, results only provided for all respondents combined.



¹³ Based on a Yes/No question.

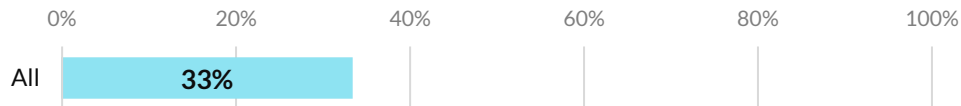
Previously used 'Report a Supplier' feature in Car-Part Pro¹⁴



Effectiveness of 'Report a Supplier' feature in Car-Part Pro

Respondents who indicated they previously used the 'Report a Supplier' feature were asked: *What is your level of agreement that using the 'Report a Supplier Issue' feature effectively resolves issues?*

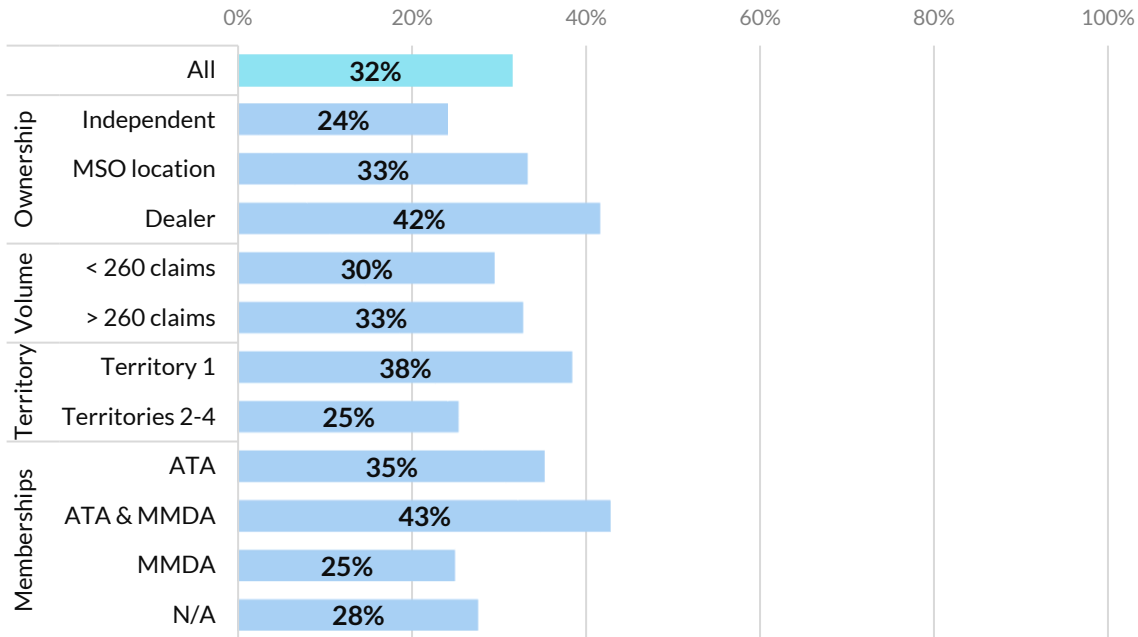
Note: due to a smaller sample size, results only provided for all respondents combined.



¹⁴ Based on a Yes/No question.

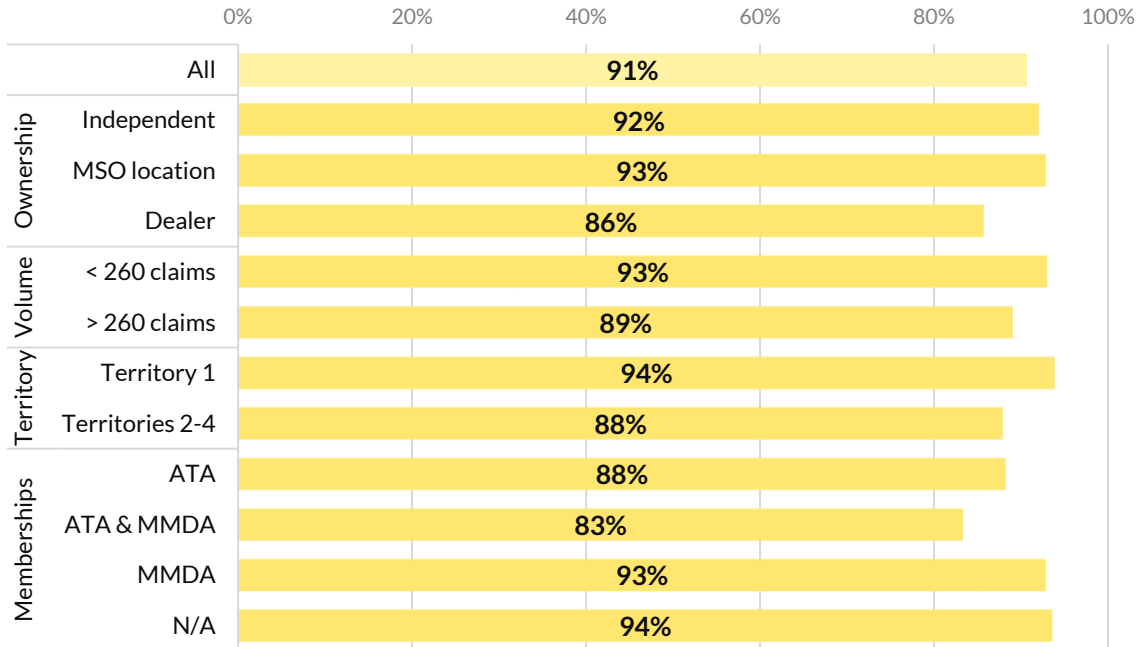
Potential acceptance of enhanced recycled part sourcing training from Car-Part¹⁵

What is the likelihood that your shop would accept enhanced recycled part sourcing training direct from Car-Part?



Sourcing recycled parts outside Car-Part Pro software

Does your shop source recycled parts outside the Car-Part Pro software?¹⁶



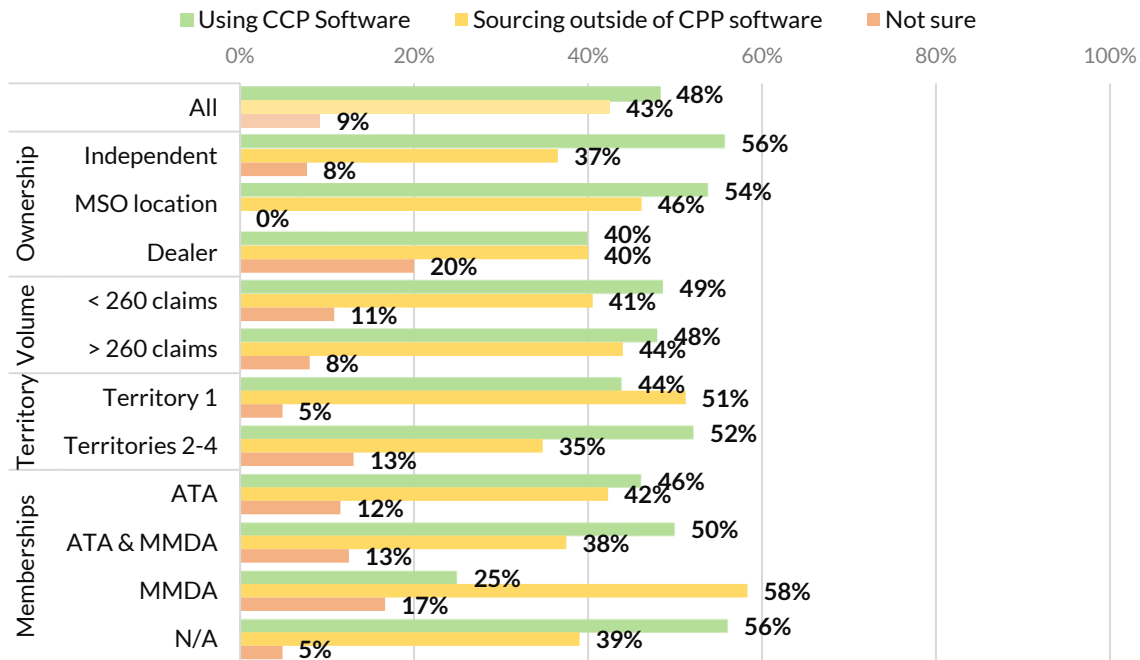
¹⁵ Percentage who rated 6-7 out of 7, where 7 is “very likely.”

¹⁶ Yes/No response selections.

Preference for sourcing parts

Respondents who indicated they source recycled parts outside of the CPP software were asked their preference of either using CPP software or sourcing outside CPP.

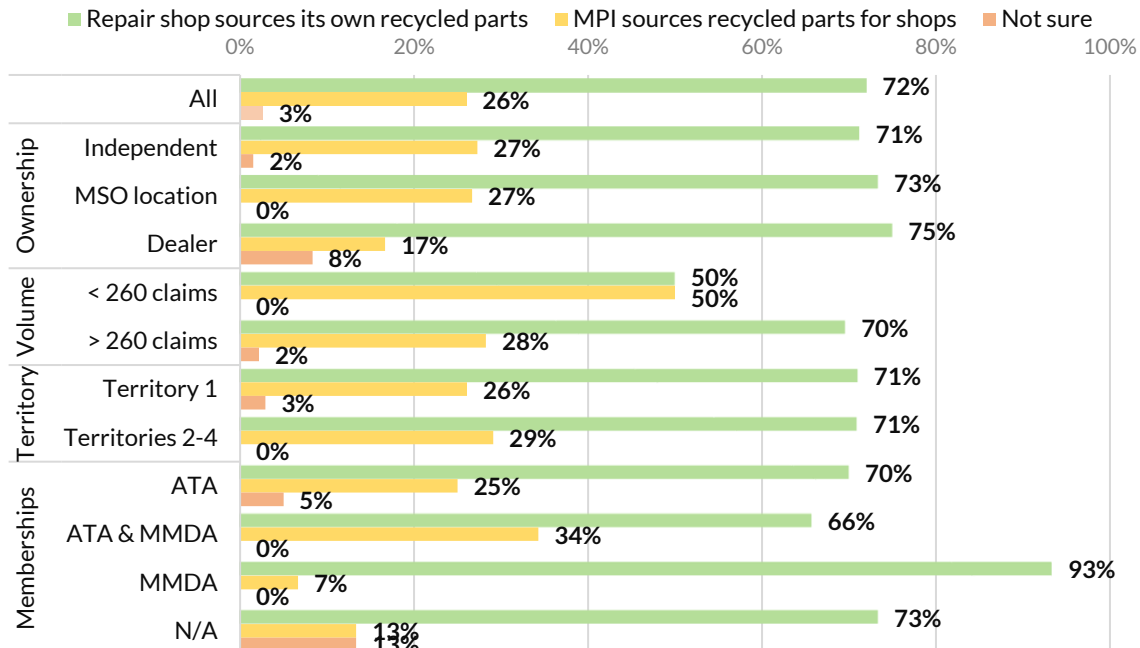
Which is your preference for sourcing parts?



Preference for recycled part sourcing workflow

All were asked their recycled part sourcing workflow preference for either the repair shop or MPI sourcing recycled parts.

Which recycled part sourcing workflow do you prefer?



Proportion of monthly claims CPP used to attempt sourcing recycled parts

Respondents were asked: *approximately what percentage of claims in a typical month does your shop use Car-Part Pro to attempt sourcing recycled parts for?* The following table indicates the average percentages of those who provided a response between 0% to 100%.

All	67%
Independent	71%
MSO location	64%
Dealer	57%
<260 claims	71%
>260 claims	65%
Territory 1	64%
Territories 2-4	70%
ATA membership	75%
ATA & MMDA memberships	64%
MMDA membership	38%
N/A memberships	72%

Feedback on Car-Part Pro

All respondents were asked if they have any feedback or comments to share regarding Car-Part Pro, such as improvements that could be beneficial.

Notable recurring mentions include¹⁷:

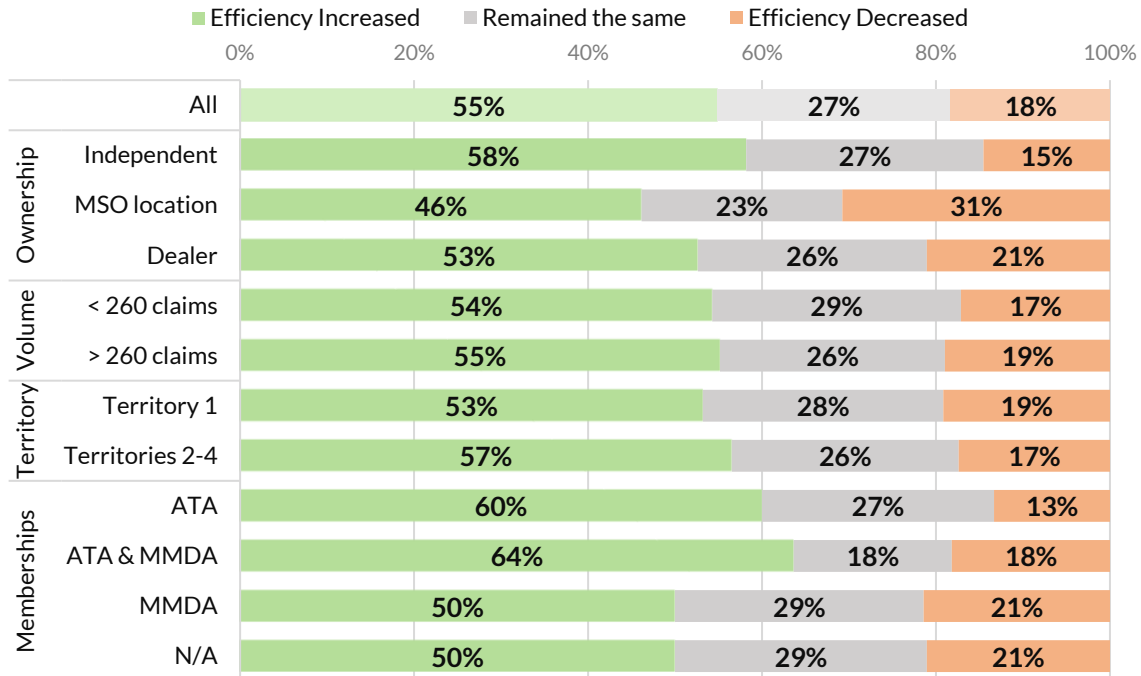
- Better accuracy and clarity of part quality (including better photos, proper grading)
- Improve the accuracy of inventory
- Make it easier to know current RPS
- Make software easier to use / more intuitive
- Mostly just useful for price matching
- Need more suppliers
- Parts often of poor quality
- Recycled parts are too expensive

¹⁷ Based on 44 responses received.

Workflow

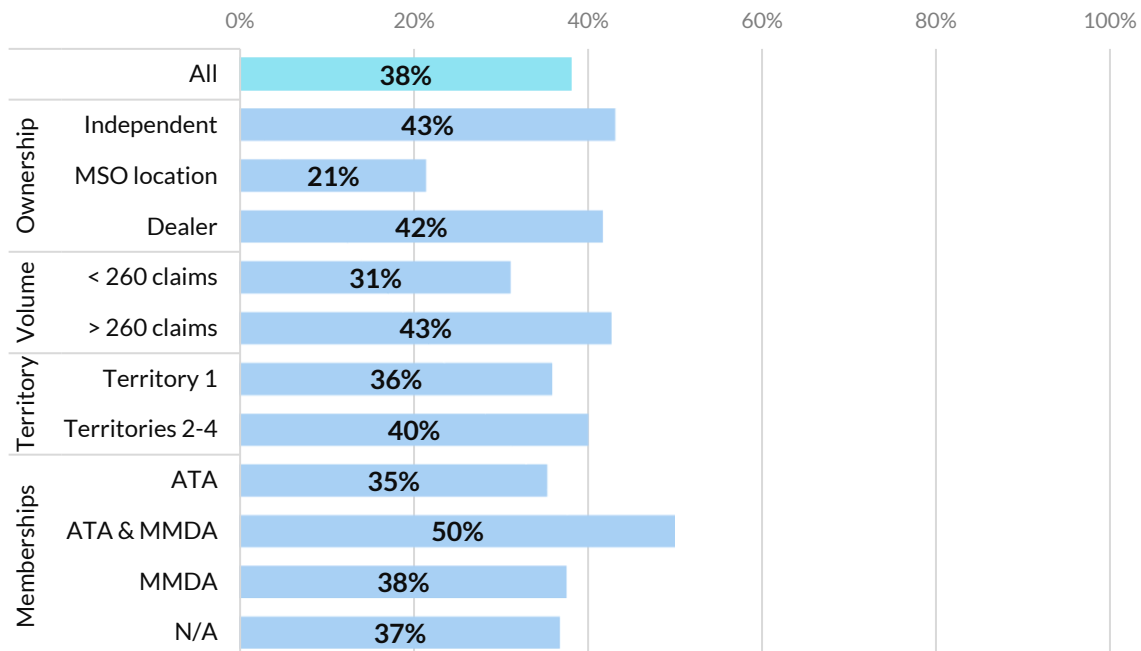
Impact of Parts Autonomy program on shop efficiency

Considering the impact of Parts Autonomy on your shop's efficiency compared to the old system of MPI sourcing recycled parts, how has the efficiency changed?



Improvement of the overall claim process

What is your level of agreement that the Parts Autonomy program has improved the overall claim process?

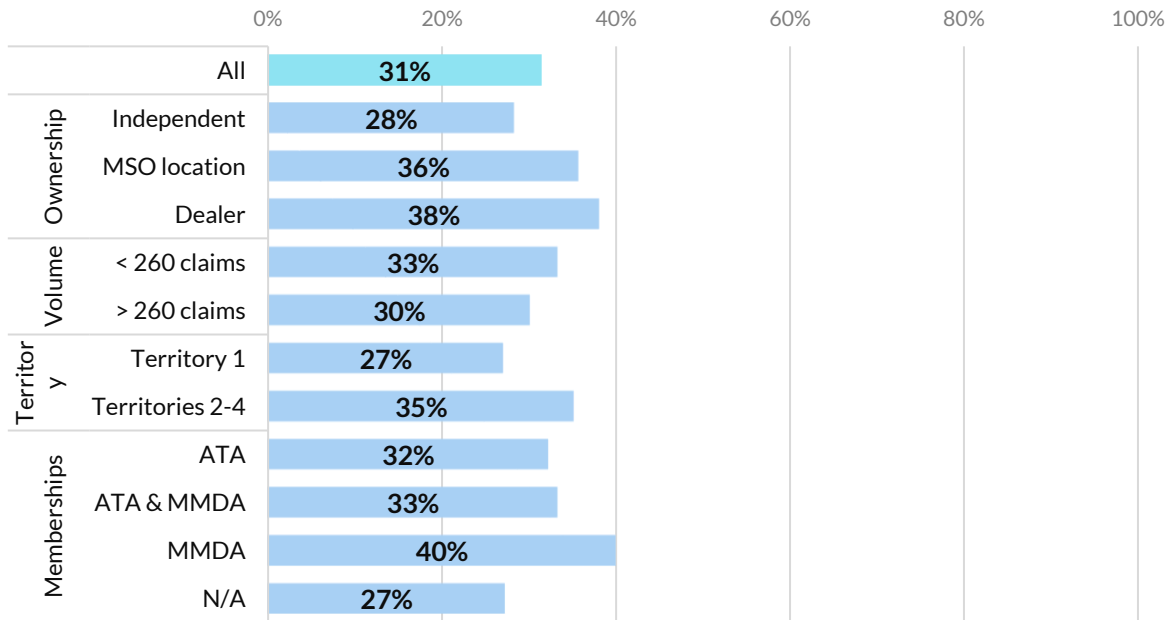


Suppliers

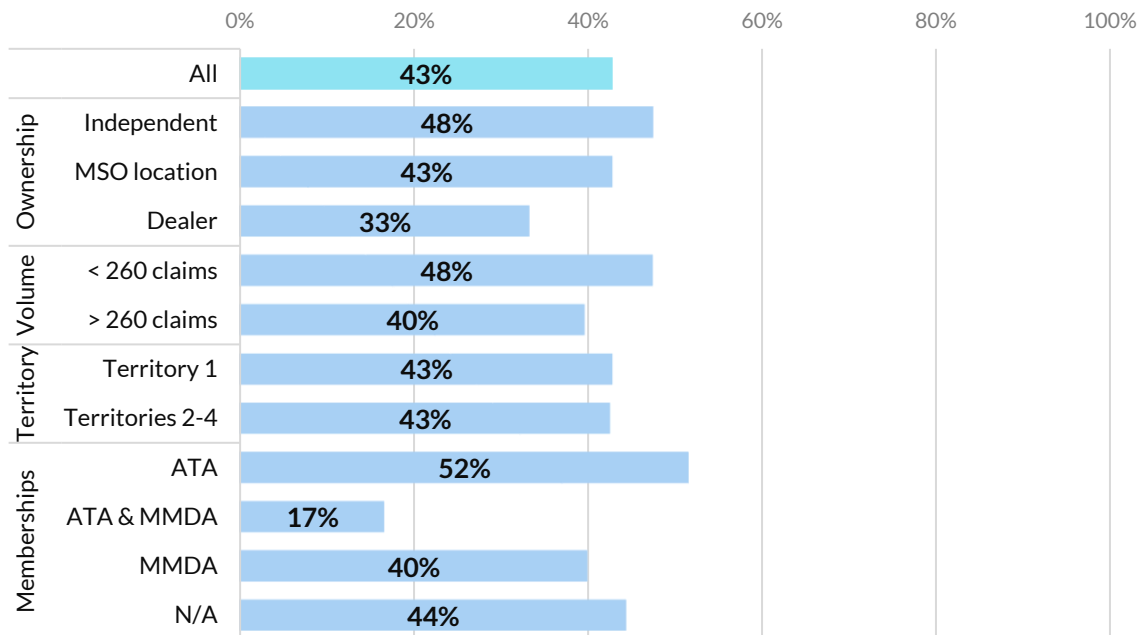
All respondents were asked for their level of satisfaction on aspects related to MAPP, CPP, and OE parts suppliers. Those who were *not satisfied* with the service of each supplier were asked a follow-up open-ended question on how the supplier's service could be improved.

MAPP supplier satisfaction

The availability of listed MAPP parts



The service of MAPP suppliers



Feedback on MAPP supplier service

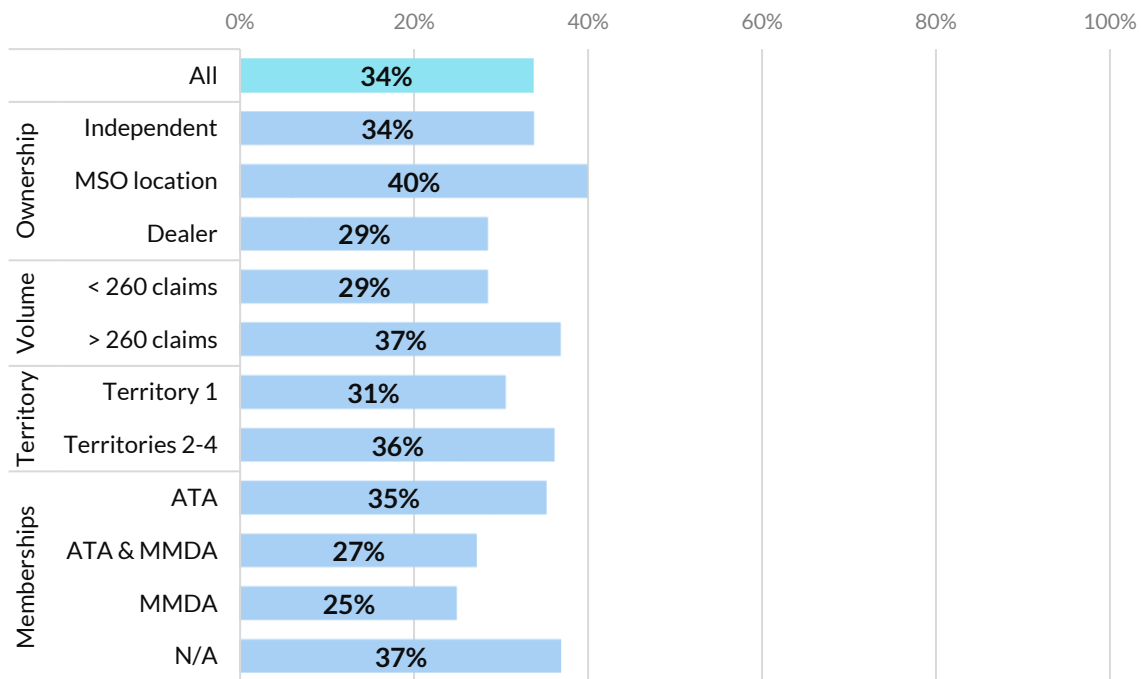
Those who were *not satisfied* with MAPP supplier service (specifically, provided a 1-5 out of 7 satisfaction response) were asked how the service could be improved.

Notable recurring mentions include¹⁸:

- Be more responsive (respond to shops making contact, be available by phone)
- Faster delivery times needed
- Have more availability of parts
- Improve accuracy of inventory (including not listing unavailable parts)
- Improve the quality of parts

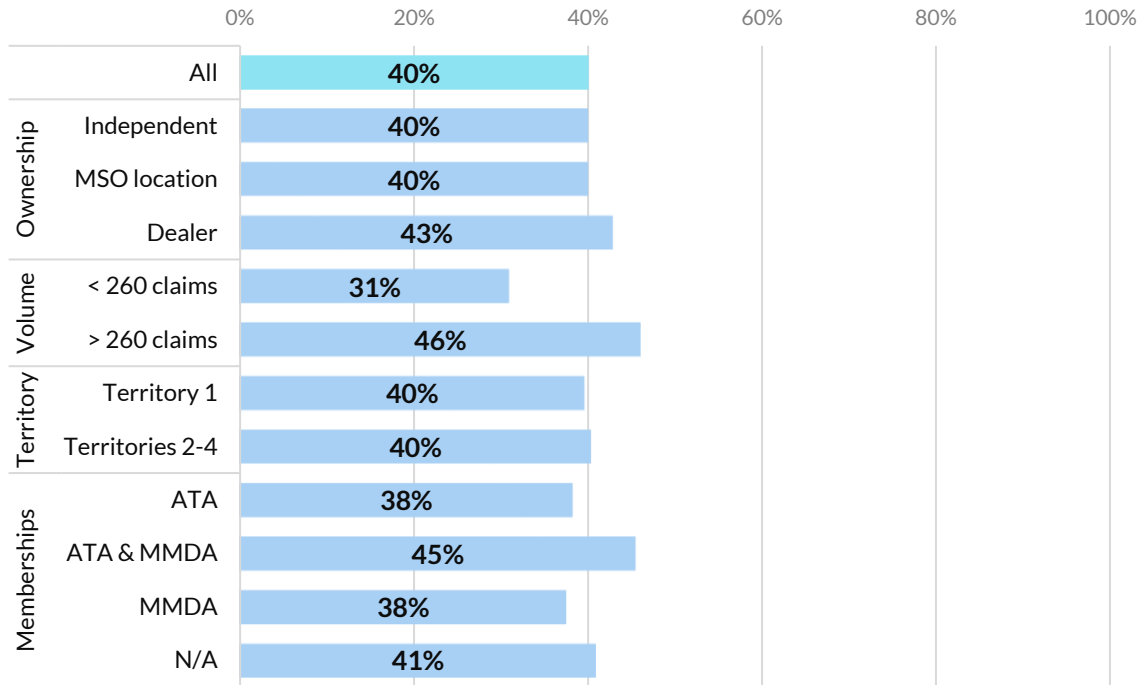
Car-Part Pro supplier satisfaction

The accuracy of listed Car-Part Pro inventory



¹⁸ Based on 21 responses received.

The service of Car-Part Pro suppliers



Feedback on Car-Part Pro supplier service

Those who were *not satisfied* with CPP supplier service (specifically, provided a 1-5 out of 7 satisfaction response) were asked how the service could be improved.

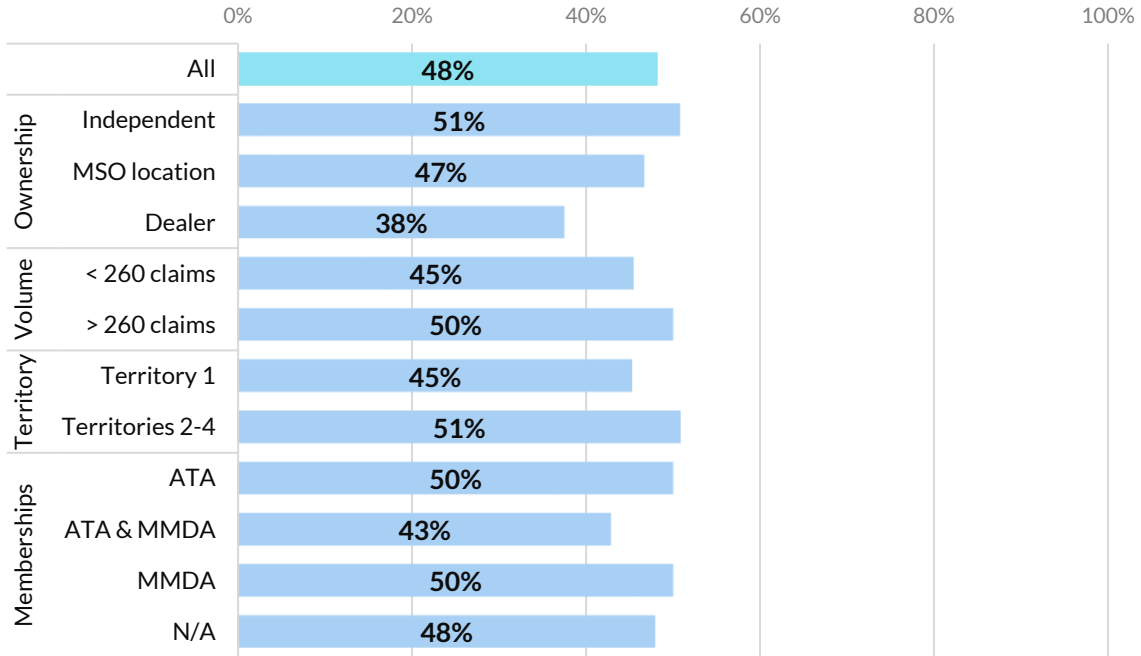
Notable recurring mentions include¹⁹:

- Faster delivery times needed to rural shops
- Improve accuracy of inventory (for example, grading, photos, price)
- Improve quality of parts

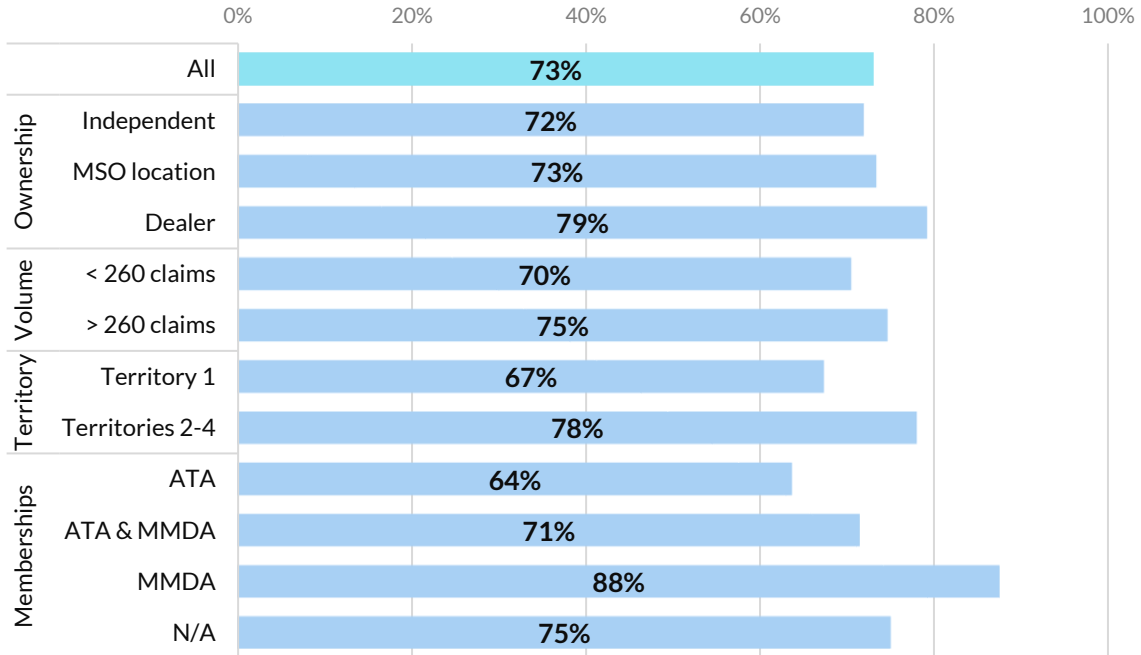
¹⁹ Based on 21 responses received.

OE supplier satisfaction

The availability of OE parts



The service of OE part suppliers



Feedback on OE supplier service

Those who were *not satisfied* with OE supplier service (specifically, provided a 1-5 out of 7 satisfaction response) were asked how the service could be improved.

Notable recurring mentions include²⁰:

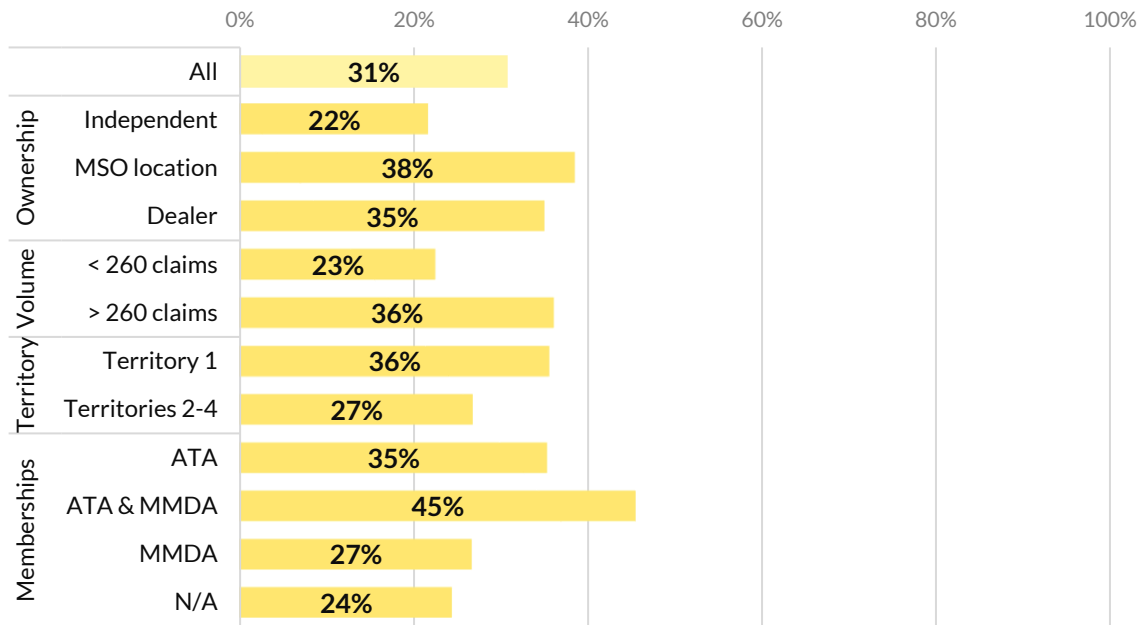
- Be more responsive (respond to shops making contact, be available by phone)
- More clarity on timelines for delivery

²⁰ Based on 10 responses received.

Corrective Action Plan for RPS Performance

All were asked if their shop had ever been on a Corrective Action Plan (CAP) for RPS performance. Those who indicated they had been were then asked questions about that experience.

Previous involvement with a Corrective Action Plan²¹



Corrective Action Plan experiences

Those who indicate their shop having been on a CAP were asked for their level of agreement on the following statements about the CAP experience.

Note: due to a smaller sample size, results for the following questions only provided for all respondents combined.

My shop was able to effectively make adjustments to exit the CAP



My shop has been able to effectively maintain success after completing the CAP



The coaching and feedback received from our Shop Relationship Advisor was helpful



²¹ Based on a Yes/No question.

Improvements to Shop Relationship Advisor coaching and feedback

Those who did *not agree* the SRA's coaching and feedback was helpful (specifically, provided a 1-5 out of 7 agreement response) were asked how the coaching and feedback they received could have been improved.

Notable recurring mentions include²²:

- Newer / lower kilometer vehicles unfairly impacts RPS
- Not enough discount / recycled parts available
- RPS calculation is flawed / not reasonably possible to obtain 'acceptable' RPS
- SRAs and coaching has no way to improve shop RPS

²² Based on 7 responses received.