

Notice to all Mitchell Connect Users

Updated MPI Shop Measures

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Effective February 15, 2020, Manitoba Public Insurance will officially begin evaluating shop performance based on the updated MPI shop measures previously shared with the ATA/MMDA and implemented in a soft launch from August 15, 2019, to January 15, 2020. The soft launch period allowed shops to focus on areas that required attention to maintain performance.

The following changes were made to the shop measures:

- Removed negative Ask-Approve Variance (AAV) claims from AAV calculation
 - This results in a fairer representation of shop performance.
 - This reduces the need for shop and Shop Relationship Advisor claim reviews.
- Removed Labour Cost / Total Cost measure
 - This shop measure has limited use in measuring performance, and MPI is confident in removing it.
- Removed Repair Capability measure
 - I-CAR Gold class is now a requirement for light vehicle accreditation.
- Re-weighted Repair Status
 - Increased from 1 point to 7.5 points as a first step towards a future measure for internal cycle time.
 - This allows for better timing of Repair Accuracy inspections.
- Re-weighted Repair Records on File
 - Increased from 4 points to 7.5 points to put more focus on supporting proper repair.

If you have any questions about this notice or require assistance, please contact your Shop Relationship Advisor through the [Repair Shop Support Line](#).