

Notice to all Light Vehicle Accredited Repair Shops

# MPI Shop Measures Updates

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MPI continues its commitment to ongoing conversations with the repair industry, Automotive Trades Association of Manitoba (ATA), and Manitoba Motor Dealers Association (MMDA). Updates to Shop Measures has been an area of interest for both the repair industry and MPI.

MPI engaged with stakeholders and completed an internal review to ensure Shop Measure changes are, and continue to be, effective. External consultation included collaboration between the Shop Relationship Advisors (SRAs) and repair shops, providing facilities an opportunity to share what works and what can be improved. The Programs & Accreditation Committee was also involved in providing feedback. The feedback results were compiled into the [Physical Damage Programs \(PDP\) Industry Feedback 2022](#) report. A review of past performance and the impacts of any changes on future shop performance. Key Performance Indicators (KPI) best practices and industry trends were also considered.

Following are some high-level changes the repair industry can expect to see in the new calendar year:

## **Ask-Approve Variance (AAV)**

- Remove five points from AAV so composite weight is 20% (currently weighted at 25%).

## **Supplements**

- Create an adjustment factor to 01 suffix in the MPI written estimates, making the expectation the same as 99 suffix shop written estimates. This change will ensure MPI and shop written estimates are treated equally for KPI purposes.

## **Realized Part Savings (RPS)**

- Change vehicle age calculation to use date of loss (DOL) instead of repair date.
- Remove OE glass from RPS calculation.
- Remove all supplemental restraint system (SRS) components from RPS calculation.
- Update scoring scale to -12% to +8% (current scale from -10% to 10%).

These changes will not result in any additional expected RPS dollars being requested by MPI.

### Net Promoter Score (NPS)

- Update the scorecard to use the twelve-month NPS score to calculate the composite score instead of the three-month NPS score.
- Add five points to NPS so weight is 15% (currently 10%)

### Repair Accuracy

- Update the scorecard to use the twelve-month repair accuracy score to calculate the composite score instead of the three-month repair accuracy score.

### Scorecard Visual Changes

- Move industry score from page one of the scorecard to a second page along with other supporting information.
- Replace the industry score with an industry ranking to show shops how they are doing in comparison to other shops (for example, 23<sup>rd</sup> out of 231 shops).
- Add for information only cycle time / touch time measures to the scorecard.

### Timeline

- 2022 - Updates and Internal Testing 2022
- Early 2023 - External Parallel Scorecards available
- Mid-2023 - Go live
- Dates will be updated as work progresses

Please review [Repair Shop KPI Updates – Changes for 2023](#) for more information.

When all KPI changes are considered, the repair industry shop composite scoring improves as well as addresses some concerns raised during collection of feedback.

MPI would like to thank everyone who took time to provide feedback to improve our Shop Measures Program. In addition, Direct Repair feedback was collected, and work is currently underway to review improvements.

For more information, please contact your Shop Relationship Advisor at [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca).