



NOTICE TO ALL REPAIRCENTER USERS

Re: New Quality of Repair Shop Measures

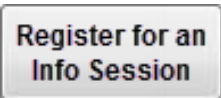
In April 2018, MPI will be introducing two new measures of Quality of Repair (QoR).

Repair Records on File will measure the quality of a shop’s operational procedures. MPI will review claims for timely Mitchell status updates and complete documentation that supports a proper repair. Shops can obtain a full score by submitting all required documents with each claim.

Repair Accuracy will measure the accuracy of a shop’s repair capability. MPI will visit each shop regularly to determine if properly qualified technicians are fully using their tools, which are calibrated correctly, and following OEM/MPI repair procedures. Shops can obtain full points on each inspection by demonstrating quality processes are in effect at the shop.

The [Shop Measures Information Guide](#) will be updated with more information about the new measures in the coming months. In the meantime, the following training and support will help you prepare for these new measures:

Training & Support	Timeline
Repair Records on File Job Aid Repair Accuracy Job Aid Questions & Answers Overview Presentation – Published presentation explaining scoring, sampling criteria, and what’s involved and required in each phase Video – Video explaining Repair Records on File and Repair Accuracy inspections	Sep. 2017
Info Sessions – Live webinars summarizing the next phase of QoR, along with timelines and support material available for shops (see below to register) <ul style="list-style-type: none"> • Dates: September 25, 11 a.m.-12 p.m. September 26, 1-2 p.m. September 27, 4-5 p.m. <i>Additional dates will be scheduled as needed.</i> • Recommended attendees: shop owners, managers, and/or production staff 	Sep. 2017
Repair Accuracy Visits – Beginning of in-person coaching and support	Oct 2017
Interim Monthly QoR Scores Reported – No impact to monthly composite between Jan.-Mar.	Jan. 2018
All Scores Live – April composite to include QoR scores based on evaluations during Jan.-Mar.	Apr. 2018



Click this button to open an email to partners@mpi.mb.ca. In the email, include your repair shop’s name, Registered Account Number (RAN), preferred date, and the number of people who will be attending.

If you have any questions about this notice, please contact your Shop Relationship Advisor.