



August 13, 2019

## NOTICE TO ALL MITCHELL CONNECT USERS

### **Re: Updated MPI Shop Measures**

In 2020, we will begin using updated MPI shop measures. We recently shared these updates with the ATA/MMDA, and will implement them as part of a soft launch from **August 15, 2019** to **January 15, 2020**. This soft launch period will allow shops to focus on areas that require attention in order to maintain performance.

Current shop measures will be shared and used to officially evaluate shop performance until January 15, but shops will also receive a shop measure report using the 2020 model to see how their performance would score on the future model. This approach will provide each repair facility with time to adjust to the new shop measures before they are officially implemented.

Changes to the shop measures consist of the following:

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

If you require any assistance, please contact your Shop Relationship Advisor through the [Repair Shop Support Line](#).