

Parts Autonomy Corrective Action Plan - Q & A

Parts Autonomy Corrective Action Plan Process

Why did MPI make these changes to the CAP process?

Implementing these changes ensures all shops are treated fairly and contribute to the parts cost savings. MPI needed a better process to ensure all shops are contributing to the program.

How many warnings are given for a CAP?

One PA CAP warning. MPI has the right to place a CAP on a shop without warning if warranted.

How many months would a CAP be?

Three months. PA CAP requires attaining the RPS target in the third month of CAP duration.

How is my performance measured during the transition to new RPS metrics?

- CAPs – The decision on performance measures will be based on the better of the two scorecards during our transition period of June, July & August scorecards.
- Audit recoveries will be based on the better of the two scorecards.
- July incentives will be based on the current scorecards.
- October Incentives will be based on new scorecards.

Will audit recoveries count against my AAV?

Yes, your AAV will be affected if the claims still fall within your three-month rolling period.

Will MPI still allow parts autonomy when a shop is in corrective action with a removed EAL?

Shops still have parts autonomy, but it's a shop's responsibility to use the time to improve processes to manage their RPS. MPI may begin auditing at the start of a CAP to provide additional coaching throughout the CAP but will not process recoveries unless the shop has failed the end date of its CAP.

Why are these changes being made to the Parts Autonomy corrective action plan?

As many as 70/230 shops fall in the monthly performance review level. Rather than giving the shop more time through CAP extensions, we are auditing to provide more insights into reasoning for a shop's under performance as a proactive support approach.

- This change supports the effectiveness of the PA program by validating that the right decisions were being made.
- Audits will validate targets and provide insights for future targets. Shops will be provided with audit results to learn from.

Audit Process

What date are you using for confirmation of price and availability?

- Suffix 01 – estimate version 1 or first shop supplement.
- Suffix 99 – estimate version 0.
- There is MPI discretion to deviate if the situation warrants, such as claim changing shops.
- However, it is not dependent on the timing of shop choices for sourcing. For example, writing an estimate and sourcing parts today then waiting to submit to MPI for weeks or months. MPI will use the first date a shop provides the estimate for review. Additional supplement dates will not be considered.

How are you considering the shop postal code, which is known not to show available parts when a supplier won't ship to a rural area, or changes to price points?

MPI has sufficient supporting information to determine availability and landed cost by shop postal code.

Will the audit recover if the shop has supporting documents to support that no parts were available, of quality or price, and so on, at the time of the repair even though MPI's audit results say there were?

- MPI can only locate parts that were available at times outlined in the question above.
- Shop's can support their decisions by following the requirements in the [Estimate Part Selection ES](#).
 - Poor Quality for Fit – provide a copy of the part invoice and photo clearly demonstrating the fitment issue.
 - Poor Quality for Grading – provide a copy of the part invoice and photo clearly demonstrating how the grading does not align with MPI's minimum ARA grading requirements. The issue should also be logged with Car-Part using the [report an issue process](#).

Has MPI tested this process?

Yes, MPI has tested this process on multiple shops. No recoveries have been made on these pilot process shops, though the missed savings opportunities have been shared. MPI has successfully exceeded the shops' missed savings variance with only one exception.

Is MPI comparing the correct OEM part # updated by the shop with the equivalent A/M/recycled part if the updated OEM part # doesn't exist in Mitchell, qualified or unqualified?

Yes. MPI will:

- Confirm the correct part number and validate if the new number is a different part or a superseded part number.
- For a different part, only that part number will be used for alternate parts availability.
- For a different part number but the same part, both will be used when checking for alternate parts availability.

Will the parts selected in the audit be inspected?

- MPI will not physically inspect the parts.
- Decisions will be made for part selection based on MPI Parts Business Rules, including grading requirements. Likewise, we will use it when validating the adequacy of a shop's support for not using an available alternate part.

What is the shop's recourse if they don't agree with a specific recovery during an audit?

Though repair facilities are expected to make efforts to support their claim decisions prior to payment, a shop can review findings with their SRA if it finds that MPI made an error. Providing support only after audit is not best practice and will likely lead to the original conclusion from the audit. The same criteria for "fit" and "grading" as noted above will apply. The goal is to work with shops at the start of this process but not create additional efforts post-payment.

What parts are being audited?

- MPI will focus on Crash part (ie. Bumpers, Headlights, Sheet Metal, etc. ...) and powertrain / drivetrain components.

Can MPI accurately know the parts availability at the time the claim was processed?

- Yes, MPI obtains its parts pricing information from a variety of data sources, including internal databases, industry partners, and third-party applications. The data provided to MPI is data that is generally available to the market, and does not contain any confidential or personal information.

Does MPI consider not using aftermarket parts where OEM would have emblems engraved as quality alternatives?

Yes. If the shop has adequately supported the part decision with images indicating why the AM option would not work. However, recycled is still an option since these are OE parts.

What if our parts supplier advises no parts are available, but MPI determines there were?

MPI can only find parts that were available. Most often the difference in results have to do with supplier / shop communication. It is the shop's responsibility to make an adequate search and efforts to locate available parts. Talk with your suppliers and ensure they have complete part and vehicle / application information to assist you with your sourcing.

How is MPI ensuring they are searching for the correct parts in Car-Part with the many options that can be provided? Is it possible to confirm with proper imaging or the vehicle to view?

- MPI will decode vehicle and leverage trusted industry contacts to determine correct applications.
- Additionally, MPI will use information the shop has provided on the estimate. ie. Accurate FRA and quality photos / notes.