

# Expedited Approval Program

## Program Guide

Effective January 3, 2023

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## 1. Introduction

MPI is committed to supporting the collision repair industry to ensure that repairs are proper and the industry remains vibrant and sustainable. To achieve this commitment, MPI created the Expedited Approval Program. This program provides repair shops greater opportunities to effectively manage their business and improve efficiencies. The program helps MPI and the repair industry achieve common objectives for the overall physical damage claims process. These objectives are:

- **Healthy and sustainable repair industry:** MPI is committed to a vibrant repair industry in Manitoba.
- **Stable Basic insurance rates (affordability for rate payers):** Cost containment is important throughout the physical damage claims process to help ensure rate stability for Manitobans.
- **Customer Service:** Satisfied customers are good for business. Repair shops, MPI, and our mutual customers all benefit from service excellence.

Objectives relate directly to the individual shop measures (see the [Shop Measures Information Guide](#) on [mpipartners.ca](#)). These objectives are not always complementary, and can require shops to balance competing requirements. Expedited Approval Program is designed to help shops find the right balance to excel.

### 1.1. Expedited Approval Program Overview

Expedited Approval Program recognizes superior performance. It identifies shops that demonstrate the capability to operate with reduced oversight and increased autonomy. Ultimately, superior performance is about providing good customer service and proper repairs, on time and at lower overall costs.

The Expedited Approval Program may help increase shop efficiency by enabling greater control over workflow and scheduling. Shops can gain the opportunity to complete proper repairs with a higher degree of autonomy through reduced number of approvals. This can reduce cycle times and help to increase both shop efficiency and customer satisfaction. Overall, the Expedited Approval program creates greater efficiencies in the estimating and repair process by aligning shop behaviours with business objectives.

The key principles of the program:

- A structured set of shop measures to indicate a repair shop's performance
- Repair shops that demonstrate superior performance are provided increased autonomy through trusted partner privileges such as Earned Approval Limits and Parts Autonomy.
- MPI Shop Relationship Advisors (SRAs) are available to help shops with all aspects of the Expedited Approval Program.
- All accredited repair shops will follow MPI Estimating Standards, policies and procedures, and business rules.

- Shops are expected to complete repairs in a cost-effective manner while ensuring safety and quality standards are met.

Shop measures are a key component of the Expedited Approval Program. Measures identify opportunities to reduce administration, improve repair times, the customer experience and optimize the use of alternate parts. Over time, they demonstrate trends in performance and help to manage, administer, and guide business practices to ensure alignment with business objectives.

The Expedited Approval Program recognizes superior performance and provides the foundation for voluntary programs, such as the Direct Repair program. (For full information on Direct Repair, see the [Direct Repair Program Guide](#) at [mpipartners.ca](#).)

## 1.2. Performance Management Overview

A performance management model has been developed to support the Expedited Approval Program. The objectives of performance management are to:

- Identify opportunities to improve both administrative and technical aspects of the collision repair process, including Estimating Standards, business rules, policies and procedures.
- Monitor shop performance and compliance with policies and procedures, business rules and Estimating Standards.
- Identify opportunities for shop improvement and provide guidance to help shops improve performance and compliance.

Performance management is achieved through shop measures (Section 2), site visits (Section 4.1), audits (Section 4.2) and performance reviews (Section 4.3).

## 1.3. Shop Relationship Advisors

Each repair shop is assigned an MPI contact, called a Shop Relationship Advisor (SRA). Each SRA will have a number of repair shops in their portfolio and will contact each of their shops to discuss a shop's performance when required:

- Review shop measures results.
- Identify any other indicators describing your performance. (For example, repair process concerns, audit results, etc.)
- Discuss eligibility for any of the voluntary programs offered by MPI.
- Address any shop queries and concerns.

Discuss shop business process improvements and the potential impact on their performance measures.

The role of the SRA is to work with the shop to meet compliance requirements as well as to help the repair shop become more successful in achieving the benefits of the Expedited Approval Program as well as maintaining Direct Repair eligibility. There are programs within MPI that may impact a shop's performance, and the SRA will work with

the shop to understand objectives and support possible solutions. For example, shops with positive performance may be eligible for the Direct Repair program.

The SRA department can be reached at [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca).

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## 2. Shop Measures

Shop measures consist of an overall, or *composite*, score and individual measures. Individual measures fall into three categories: Financial/Administrative, Customer Service, and Quality of Repair. For detailed explanations of the individual measures and how they are calculated, see the [Shop Measures Information Guide](#) at [mpipartners.ca](http://mpipartners.ca).

### 2.1. The Composite Score

The composite score is a weighted average of a shop's previous three-months of shop measures. MPI has weighted the shop measures based on what has the most impact on claim severity and best reflects compliance with the Estimating Standards. The weighting of the six shop measures in the composite:

Shop Measure	Composite Weighting
Ask-Approve Variance (AAV)	25
Realized Parts Savings (RPS)	20
Supplement Ratio (SR)	15
Repair Status	7.5
Repair Records on File (RRoF)	7.5
Repair Accuracy (RA)	15
Net Promoter Score (NPS)	10
Total weightings	100

Your weighted scores add up to a value out of 100, a percentage composite.

The composite score is based on a three-month average to balance any monthly fluctuations and impacts due to abnormal individual claims. As a result, the ongoing performance level of a shop is more accurately reflected.

The composite score and AAV will be a factor in determining movement between tiers within the Expedited Approval Program as well as eligibility for optional programs such as

the Direct Repair program. The composite is important because it provides an indication of the balance required across all components of the Expedited Approval Program.

### Sample Calculation for Composite Score

	Raw Measures	Standardized Score	Weights	Composite Score
Net Promoter Score	77%	77%	10%	7.7%
Ask Approve Variance	1.3%	84%	25%	21%
Realized Parts Savings Variance	1.7%	58.5%	20%	11.7%
Supplements Ratio	0.8	70%	15%	10.5%
Repair Status	7.0	100%	7.5%	7.5%
Repair Records	6.0	100%	7.5%	6%
Repair Accuracy	7.5	75%	15%	11.3%
Composite Score				77.15%

The standardized score converts the raw measures to a value out of 100%. There are no negative scores.


## 2.2. Shop Measures Report

Every month, shop measures are calculated for each light vehicle accredited repair shop. The results are emailed to each shop in the Shop Measures Report (below). The report will be distributed on the 15<sup>th</sup> day of each month or the nearest business day.

MPI will review and assesses Shop Measures Reports every month. The performance of each shop is compared to its previous performance to determine if the shop is trending upwards (improving) or downwards.

Measures are reviewed to identify possible areas of concern or opportunities for improvement.

A shop may be contacted by their Shop Relationship Advisor to review and discuss their Shop Measures Report or other performance indicators.

Monthly Shop Measures - October 2020							
REPORT DATE :		Nov 4, 2020					
SHOP NAME :		AUTO					
REG ACCT NO:							
KEY MEASURES :	Optimal Value Direction	Repair Facility 1 Month (Oct 2020)	Repair Facility 3 Month Average (Aug 2020 to Oct 2020)	Industry 3 Month Average (Aug 2020 to Oct 2020)	Repair Facility 3 Month Average Contribution to Composite		
Ask-Approve Variance	Closer to 0 is better	0.0%	0.5%	1.1%	23.3 / 25		
Average Supplement per Estimate	Closer to 0 is better	0.89	0.92	1.11	9.6 / 15		
Real Parts Savings Variance	Higher is better	1.3%	2.2%	-1.3%	12.2 / 20		
Net Promoter Score	Higher is better	85.7%	85.7%	72.5%	8.6 / 10		
Repair Status Usage <sup>1</sup>	Higher is better	80.0%	53.8%	79.3%	4 / 7.5		
Repair Records on File <sup>1</sup>	Higher is better	N/A <sup>2</sup>	80.0%	81.4%	6 / 7.5		
Repair Accuracy	Higher is better	N/A <sup>2</sup>	100.0%	92.1%	15 / 15		
<sup>1</sup> Repair Status Usage and Repair Records on File scores are one month behind as claims are manually audited after payment <sup>2</sup> Only three month scores provided as a limited number of labour intensive Repair Records on File reviews and Repair Accuracy inspections are completed each quarter							
<b>Confidential:</b> This report is intended only for the party or parties to whom it is addressed. While every attempt has been made to ensure that the information provided is accurate, Manitoba Public Insurance assumes no responsibility for any damages, losses, or negligence arising out of your reliance upon or use of its content. It may contain information that is privileged, confidential, and/or exempt from disclosure under applicable law. Any dissemination, distribution, copying, disclosure, or action taken in reliance upon this communication by parties other than those to whom it is addressed is strictly prohibited. If you have received this message in error, or if you are not an intended addressee, please immediately notify the sender and irrecoverably delete this message at once.				<table border="1"> <tr> <td>Composite Score</td> <td>78.7%</td> </tr> </table>		Composite Score	78.7%
Composite Score	78.7%						
							

### 3. Expedited Approval Program and Tiers

Expedited Approval Program enables high-performing shops to receive trusted partner privileges, which provide greater autonomy for a shop to conduct business without pre-approval from MPI.

The program contains three earned approval tiers. Though mainly based on a three-month rolling average of the composite score and the Ask-Approve Variance, tier movement is subject to MPI review and approval. It is MPI's sole discretion to place a repair shop in any applicable Tier-based on performance reviews and audit results. A shop that is regularly exceeding an 8% AAV following a performance review to identify the root cause and may lose its light vehicle accreditation.



Tier	Minimum Composite	Maximum AAV (Absolute Value)
1	N/A	8.00%
2	60%	2.63%
3	70%	1.06%

Upon joining the Expedited Approval Program, you will be assigned to a Tier with an associated Earned Approval Limit. MPI reserves the right to make changes to the Tiers, Earned Approval Limits, and other privileges associated therewith in accordance with the Industry Agreement, and you may not use the Light Vehicle Accreditation Agreement’s dispute resolution provisions to appeal any issues related to them.

MPI will use Mitchell products, or other means, to automatically approve estimates and supplements based on the total value of the estimate up to and including your current Earned Approval Limit. MPI’s approval will be within the service standard time, as indicated on [mpipartners.ca](http://mpipartners.ca), provided that the Mitchell products are operational and functioning normally.

The Earned Approval Limit applies to the entire physical damage claim; if the latest supplement increases the total value of the repair such that it is now higher than your then current Earned Approval Limit, the entirety of the estimate including the changes from the latest submitted supplement will be subject to MPI discretion.

Any estimate and supplement that exceeds your current Earned Approval Limit will be reviewed by MPI and a response provided within the service standard time as indicated on [mpipartners.ca](http://mpipartners.ca).

### 3.1. Earned Approval Limits

Earned Approval Limits (EALs) allow eligible repair shops to complete vehicle repairs up to a maximum allowable repair cost, with automatic approval from MPI. All auto approvals are subject to post-payment audit and subject to recoveries if deemed unrelated, unsupported, or against MPI Estimating Standards.

The EAL is applied against the total gross value of the estimate (as submitted by the repair shop, either as a First Estimate or as a supplement). If the estimate value is below the EAL, the estimate is automatically approved, and the repair shop is immediately authorized to begin and complete the repair. There may be special circumstances where a repair shop may want to contact MPI after an auto approval prior to commencing any repairs. Shops should contact MPI following the issues resolution process found on [mpipartners.ca](http://mpipartners.ca). If at any point the cost of repair (as noted in the most current value of the estimate) exceeds the EAL, the estimate is no longer automatically approved and must be authorized via the normal desk review process.

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Tier	EAL
1	\$0
2	\$2,500
3	\$4,000

The repair shop must submit the original estimate or supplement to MPI before beginning repairs, and update the estimate with supplements, if required.

When an estimate that was initiated within the EAL subsequently exceeds the EAL, all parts of the estimate are subject to MPI review regardless of whether the repair has been started. Claims that remain under EAL may be audited post-payment to ensure compliance. Shops can avoid audit recoveries by adhering to the following principles:

- Shops are required to complete and maintain all documentation about the repair.
- Shops must submit the estimate before repairs begin.
- Shops must create estimates and supplements according to MPI Estimating Standards, business rules, and policies and procedures.
- Thorough, accurate estimates and supplements and quality repairs are required.
- Estimates are subject to all compliance and audit requirements.
- All MPI mandatory photos of vehicle damage must be submitted with estimates.
- Photos clearly showing the type and amount of damage on the vehicle to support the estimate.
- Documentation clearly supporting the estimate.

### 3.2. Shop Assignment to a Tier

A shop's tier is based on its three-month rolling average AAV measure and composite scores, as outlined above in Section 3.0, subject to MPI review and approval. The assignment to a tier confers to the shop all of the privileges associated with that tier. Any questions about a shop's assigned tier or movement should be discussed with the Shop Relationship Advisor.

### 3.3. Changing Tiers

Shops can move up and down tiers, depending on their performance and MPI approval. A change in tier results is a change of trusted partner privileges. Movement of Tier levels is also subject to findings in performance reviews and audit results.

### 3.3.1. Moving Up Tiers

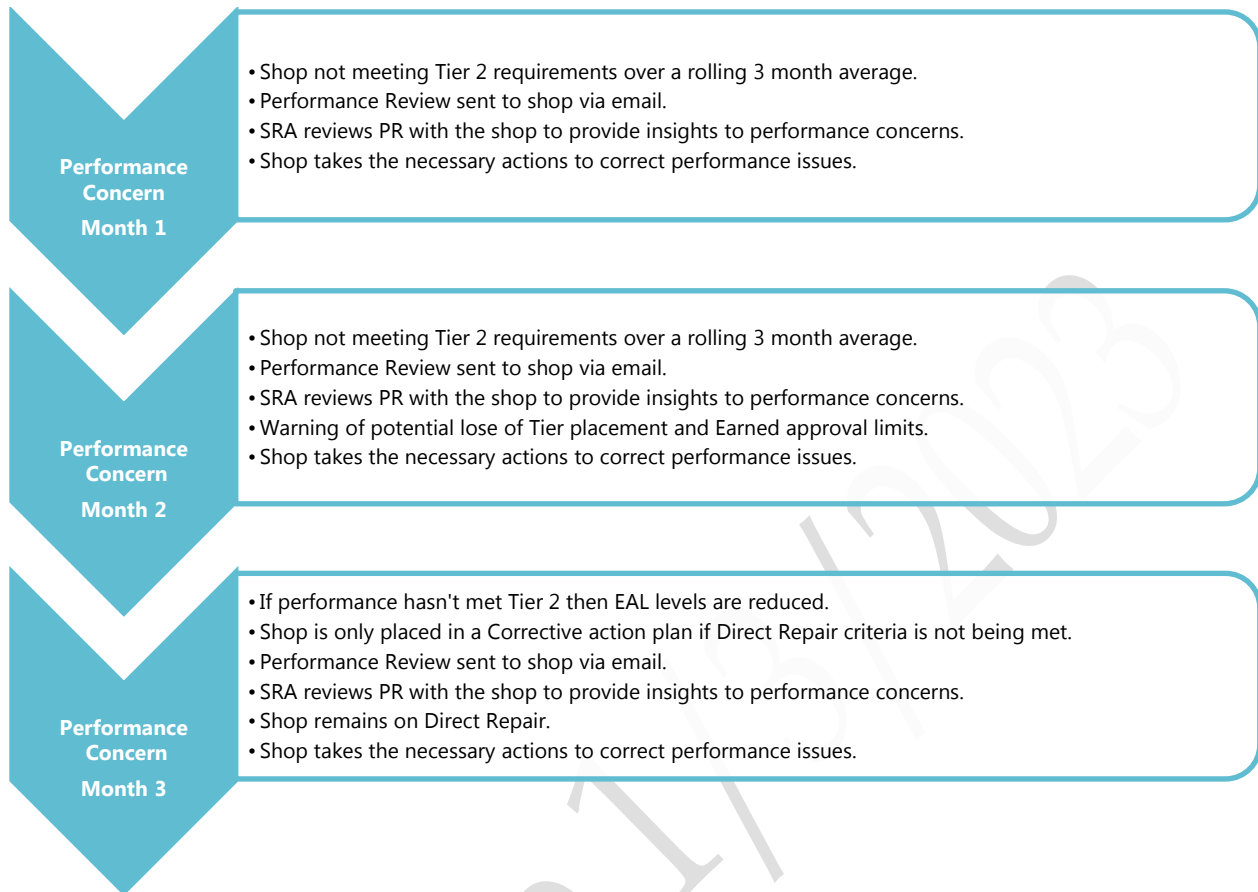
Once a repair shop reaches all minimum requirements for the next tier, the shop will be eligible to move to the next tier. Composite and AAV minimum levels must be met for three consecutive three-month rolling average periods. Moving up a tier results in additional trusted partner privileges. The Shop Relationship Advisor can provide tips, advice, and encouragement on reaching the requirements for the next level.

### 3.3.2. Moving Down Tiers

If a shop does not maintain the minimum level of performance associated with a tier, MPI will initiate a performance review. The review may result in a change to a shop's Tier level until improvement has been maintained. A shop is re-assigned to a lower tier only when it becomes evident that shop performance cannot be consistently maintained at the current tier level. Moving down a tier results in a reduction of trusted partner privileges. A shop that is regularly exceeding an 8% AAV following a performance review to identify the root cause and may lose its light vehicle accreditation.

An MPI Shop Relationship Advisor will discuss performance issues and work with the shop to improve any issues, prior to any downgrade of the tier level. The Shop Relationship Advisor will have these discussions with the assigned individual responsible for shop performance management (Manager, Owner, Dealer Principle, production staff, etc.). MPI reserves the right to include, in its evaluation, all sources of information related to a shop's performance when reviewing a shop's placement within the tier structure.

Refer to the process flow below for information on how a performance review may work for Tier level Performance Management. If performance has dropped the shop below Direct Repair eligibility, please refer to the [Direct Repair Program Guide](#) on [mpipartners.ca](http://mpipartners.ca) for performance reviews and Corrective Action plans.



### 3.3.3. New Light Vehicle Accreditation Agreement (LVAA) Shops

When a repair shop becomes LVAA accredited, whether as a new entrant into the industry, as an expansion of an existing repair shop to an additional location, or as a shop regaining lost accreditation, it joins the Expedited Approval Program. As soon as the shop becomes accredited, even on probation, it will receive the monthly Shop Measures Report (see [Section 2.2 – Shop Measures Report](#)), indicating how it performs relative to the rest of the Manitoba collision repair industry.

Upon accreditation, the new repair shop will be assigned to Tier 1 and will then follow the process for tier movement outlined above.

### 3.3.4. Change in Ownership

In cases where a change in shop ownership does not result in a material change in staffing or shop management, and at the sole discretion of MPI, the past performance of the shop will be taken into consideration when establishing tier placement. The available options will be discussed with the shop prior to any decision.

In situations where a change in ownership results in material change or where a new goodwill structure is created, the same process will be followed for tier placement that exists for a newly accredited shop, outlined above.

## 4. Performance Management

Performance management is a key component of Expedited Approval Program. In addition to shop measures and your relationship with your Shop Relationship Advisor (SRA), performance management is achieved through site visits, audits, and performance reviews.

### 4.1. Site Visits

An SRA may visit your shop in person to observe and review estimates, processes, and repairs.

During the visit, the SRA will observe repairs in progress and compare completed repairs against estimates for accuracy and compliance with policies and procedures, business rules, and Estimating Standards. The SRA may also inspect vehicles for repair quality and safety, and review documentation on past claims. In addition, Accredited Repair Inspectors or other MPI employees may visit the shop to perform Repair Accuracy inspections.

#### 4.1.1. Benefits

Site visits provide several benefits:

- Help maintain open dialogue and good working relationships.
- Identify or follow-up on potential performance and compliance issues.
- Suggest methods of improvement and answer questions about programs and measures.

#### 4.1.2. Frequency

Site visits can be conducted at any time without notice, and for any reason. Visits may be based on a risk assessment or specific triggers, such as a negative trend in shop measures. Visits will also take place to follow up with feedback from the shop on areas that would benefit all parties as well as an opportunity to maintain the relationship. Shops will have at least one visit from MPI each year.

#### 4.1.3. Outcomes

Depending on the findings, MPI will provide guidance on specific issues during the visit. Serious issues could result in additional oversight, such as increased auditing or performance review.

All findings will be documented and used to support future audits and performance reviews.

## 4.2. Audits

Audits will be conducted on an on-going basis and as required to review specific issues on all claims whether above or below a shop's EAL. Audits will include both administrative compliance and scope of repair.

For example, administrative compliance audits review:

- Correct application of taxes, betterment and deductibles
- Proper attached documentation, including photos and invoices for manually entered parts, pricing and sublets
- Proper application of MPI Estimating Standards and Mitchell compliance rules
- Other parts of the estimate/repair as applicable

Audits are carried out on a sample of claims that fall within and out of a shop's Earned Approval Limit (EAL). These audits focus on:

- Whether the repair estimate is appropriate for the type of damage.
- Verifying the shop has substantiated the damage and its relationship to the claim, for example, by providing sufficient photographs that support the presence of damage, extent and decisions made on the estimate.

### 4.2.1. Benefits

The benefits of an audit include:

- Confirmation that a shop is accurately following policies and procedures, business rules and Estimating Standards.
- Identify performance issues and suggest methods of improvement.

### 4.2.2. Frequency

Audits will be triggered by such issues as:

- Results of past site visits that require further investigation
- Poor or downward trending shop measures
- Customer complaints or tips
- Issues related to proper repair
- Random sample of paid claims each month

### 4.2.3. Outcomes

Findings from an audit will be recorded. Results will be used to facilitate follow-up in the form of future site visits, performance reviews and audits. Findings can be used to provide advice for improvement, and can also support specific benefits or consequences.

Feedback will be provided to the shops, including any irregularities found. If necessary, remedies may be sought in accordance with the Light Vehicle Accreditation Agreement. MPI reserves the right to recover monies owing if discrepancies are discovered during an audit.

### 4.3. Performance Reviews

MPI conducts performance reviews of shop measures, estimates, and audits at any time to review and help shops improve performance. Reviews can include:

- Shop measures
- Claim handling process concerns
- Customer complaints
- Physical inspection of vehicles
- Physical inspection of facilities and documentation
- Audit findings

#### 4.3.1. Benefits

Benefits of a performance review include the opportunity to:

- Share and discuss performance and compliance results with a shop.
- Recognize a shop for positive performance and compliance.
- Identify and clarify potential improvement opportunities, expectations, and outcomes for the shop.
- Obtain feedback from a shop about potential opportunities to improve MPI's policies, procedures, and processes related to physical damage.
- Provide guidance, as required, to help a shop improve its overall performance and compliance.

#### 4.3.2. Frequency

Performance reviews will be conducted at least once a year. MPI may conduct additional performance reviews when shops have poor or downward trending shop measures or poor compliance results.

#### 4.3.3. Outcomes

MPI will summarize performance review results, along with any identified follow-up action items, in writing and provide a copy to the shop authorized individual responsible for the shops performance.

Based on the findings from the performance review, MPI may decide to alter tier assignment and other benefits. Depending on results, performance reviews can influence the number of future site visits and can trigger an audit if a compliance issue is identified.



#### 4.3.4. Positive Performance Review

A positive review helps reinforce the shop's performance. It also identifies stable, consistent performance and positions a repair shop to continue to improve its performance to earn a higher tier placement. No specific follow-up is required.

#### 4.3.5. Negative Performance Review

MPI will discuss findings with the repair shop and suggest areas for improvement.

The shop may be required to create a written Corrective Action Plan if performance impacts Direct Repair eligibility, identifying specific activities, processes and timelines for improvement. A Shop Relationship Advisor (SRA) can provide assistance on the plan. Refer to section on Corrective action plans under the [Direct Repair Program Guide](#) on mpipartners.ca.

MPI will conduct additional site visits to monitor progress and provide further guidance. MPI may also conduct additional performance reviews until performance has improved or the issues have been resolved.

If the shop performance has not improved within the recommended time frame as discussed between the shop and the SRA the shop may be reassigned to a lower tier.

#### 4.3.6. Other Issues

MPI may take necessary action against an accredited repair shop, including termination of the shop's accreditation status, when an accredited repair shop:

- Makes an intentional, negligent or fraudulent misrepresentation to MPI or any of its customers.
- Commits an unlawful act, willful misconduct, or fraudulent misconduct in carrying out any aspect of vehicle repair work. This includes work unrelated to an MPI claim.

### 4.4. Release of Files

As part of the Expedited Approval Program, repair shops will, upon request, make available legible and unaltered copies of all original documentation, as specified in the Estimating Standards, for the purposes of any audit or performance review that may take place on or off-site. All associated costs to provide these records will be absorbed by the repair shop. MPI may remove documentation from the repair shop site to conduct the review. All documentation will be returned within 30 days of the conclusion of the review.

### 4.5. Estimate and Documentation Storage

Accredited repair shops are required to keep all estimates and documentation supporting the estimate or supplement at their location for a minimum of three years.

Documentation includes:

- Original invoices for all parts used in the repair of the vehicle (OEM, aftermarket, re-manufactured, and recycled invoices must have claim number).
- Credit invoices from suppliers on returned parts purchased for the vehicle repairs.
- All sublet invoices obtained during repairs.
- Wheel alignments and / or computerized printouts detailing all measurements.
- All digital images (loaded to Claims Document and Imaging system).
- All other documents required to support the estimate.

#### 4.6. Appeal Process

An accredited repair shop may ask for clarification on their performance through their Shop Relationship Advisor. The repair shop can question any results or actions taken by MPI that are directly related to their shop. This provides the opportunity to discuss differences in an informal manner to reach consensus.

If a consensus cannot be reached, and if the shop feels that their performance is not accurately reflected by MPI, the shop may request an appeal. This is a formal procedure that is used to review shop issues and to determine if a change is warranted.

The appeal process has two phases:

##### **Phase 1:**

- The shop makes a request to have their specific issue reviewed, and provides a substantive reason and new evidence. The Shop Relationship Advisor will work with the shop to address and conclude any discrepancies.
- Upon receipt of the request, the Shop Relationship Advisor will, within five business days:
  - Log the request.
  - Initiate a preliminary investigation.
  - Acknowledge receipt of request to the repair shop, including a timeframe for a decision response.
- During the investigation, the repair shop may be requested to provide additional documentation.
- The decision process will be escalated to the level, within MPI, warranted by the nature of the appeal.
- Upon completion of the investigation, MPI will make a determination and inform the repair shop.

**Phase 2:**

- If the repair shop is not satisfied with the decision taken in Phase 1, the repair shop may invoke the dispute resolution process per the Light Vehicle Accreditation Agreement.

There are specific issues itemized in the Light Vehicle Accreditation Agreement that cannot be disputed. In cases of any differences between the information in this Program Guide and the Light Vehicle Accreditation Agreement, the Accreditation Agreement will take precedence.

**4.7. Other Program Feedback**

Send your inquiries or comments to [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca), or talk directly to your Shop Relationship Advisor. Feedback will be tracked and monitored to ensure quick resolution to issues as they arise.

## Appendix A – Related Materials

Under the new Light Vehicle Accreditation Agreement, several new programs are being introduced to ensure physical damage claims are handled efficiently and seamlessly for Manitobans. The following documents provide related and supplemental information to this guide:

- [Light Vehicle Accreditation Agreement \(LVAA\) and schedules](#), available at [mpipartners.ca](#).
  - The LVAA provides the overall framework of how the accredited repair shops interact and do business with MPI.
- [Shop Measures Information Guide](#), available at [mpipartners.ca](#).
  - The Shop Measures Information Guide details the purpose and calculation of shop measures.
- [Direct Repair Program Guide](#), available at [mpipartners.ca](#).
  - The Direct Repair Guide provides detailed information on the Direct Repair program.
- [MPI Policies & Procedures](#), available at [mpipartners.ca](#).
  - MPI policies and procedures related to light vehicle physical damage claims.

## Appendix B – Shop Measure Categories

The three categories of shop measures:

### 1. Financial and Administrative

This category is measured by Ask-Approve Variance, Realized Part Savings, and Supplement Ration.

Identifies tendency of a shop to inappropriately increase cost of repair

- Items not included in estimating standard
- Non-essential work/repairs not related to claim
- Extended repair times to maximize car rental

Assesses effectiveness of incentive system

- Minimization of loss experience
- Cost effective repair choices
- Choices that minimize administrative efforts

### 2. Customer Service

This category is measured by the Net Promoter Score.

- a) Focuses on efforts to optimize customer satisfaction
  - Follow MPI customer service philosophy
  - Adhere to MPI published Customer Service Standards

### 3. Quality of Repair

This category is measured by Repair Capability, Repair Records on File, and Repair Accuracy.

- a) Confirms that accredited repair shops have capability and processes to carry out proper repairs
- b) Measures completeness of repair documentation
  - What needs to be done to repair vehicle
  - What is done to repair the vehicle
  - What the proper repair methods are for that vehicle's damage
  - Qualified to complete repair
- c) Documentation must be available for auditing
  - Ensure that a shop only selects jobs they are capable of repairing - OEM Certified
  - Repair technique qualified (aluminum welding, specialized paints)