

# Repair Accuracy Job Aid

| Claim Number:  |   | Date:    |
|--|---|----------|
| Vehicle Year, Make, Model:                               |   |          |
| Criteria   | Score   | Comments |
| Trained technician working on repair (3 pts)             | <input type="checkbox"/> Body <input type="checkbox"/> Paint<br><input type="checkbox"/> Frame <input type="checkbox"/> Mechanic<br><br>Score: _____  |          |
| Right tools calibrated and being used as per OEM (3 pts) | <input type="checkbox"/> Proper Welding Tool<br><input type="checkbox"/> 3-D Measurement Tool<br><input type="checkbox"/> Frame Bench<br><input type="checkbox"/> Scanning Tool<br><input type="checkbox"/> 4-Wheel Alignment<br><input type="checkbox"/> CSA Paint Booth<br><br>Score: _____ |          |
| Technician trained on tool (1 pt)                        | <input type="checkbox"/> Proper Welding Tool<br><input type="checkbox"/> 3-D Measurement Tool<br><input type="checkbox"/> Frame Bench<br><input type="checkbox"/> Scanning Tool<br><input type="checkbox"/> 4-Wheel Alignment<br><input type="checkbox"/> CSA Paint Booth<br><br>Score: _____ |          |
| Repair procedures available (3 pts)                      | <input type="checkbox"/> OEM <input type="checkbox"/> TechAdvisor<br><input type="checkbox"/> AllData <input type="checkbox"/> R&T<br><input type="checkbox"/> Other<br><br>Score: _____  |          |
| Procedures followed (5 pts)                              | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><br>Score: _____  |          |
| Repaired as per Profile (0 pts)                          | <input type="checkbox"/> Proper Repair  |          |
| Damage related to loss (0 pts)                           | <input type="checkbox"/> Yes <input type="checkbox"/> No  |          |
| Final claim score (15 pts)                               | Score: _____  |          |
| Comments:  |   |          |



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## How to score:

Insert the following into each check box, as applicable:

= **Yes**

= **No**

= **N/A**

All scoring is binary (full marks or no marks)

### Trained technician working on repair (3 pts)

- Full points if a qualified tech is working on repairs (structural) or non-qualified tech is working on repairs under the supervision of a qualified tech (non-structural only)
- If QoR is impacted due to a non-qualified tech working on non-structural repairs without supervision, final claim score = 0/15
- If a non-qualified tech is working on structural repairs, final claim score = 0/15

### Right Tools are calibrated and being used as per OEM standards (3 pts)

- Full points if all applicable tools are calibrated and being used as per OEM standards
- If tool does not apply, **N/A**
- If QoR is impacted because the proper tool wasn't used, **X**
- One **X** results in 0 points for the category
- Justifies 0/15 final claim score depending on repairs and OEM procedures

### Technician trained on tool (1 pt)

- Full points if tech is trained on all applicable tools
- If tool does not apply, **N/A**
- If QoR is impacted because tech did not receive training, **X**
- One **X** results in 0 points for the category
- Does not justify a 0/15 final claim score

#### Notes:

- 1 point for the component
- Train-the-trainer is acceptable
- Proof of training is not available through suppliers for most tools
- A proper Welding tool is defined as an **MIG/MAG Welder/Brazing/STRW Tool**

### Repair procedures available (3 pts)

- Full points if tech has all applicable repair procedures on hand
- One **X** results in 0 points for the category
- May or may not justify a 0/15 final claims score

### Procedures followed (5 pts)

- Full points if the current stage of repair (and entire work plan) is in line with the procedures
- If not, final claim score = 0/15

### Repaired as per Profile

- Based on whether the shop is capable by referencing shop profile, staffing, and complexity of repair
- If not, final claim score = 0/15

### Damage related to loss

- If anything stands out, an Accredited Repair Inspector will flag the claim and share it with the assigned SRA.

### Comments

- Inspector discretion, based on what is required by the repair

