

Program & Accreditation Consultation Committee Terms of Reference

Effective: October 2021

Revised: October 2024



MANITOBA
PUBLIC INSURANCE

SOCIÉTÉ D'ASSURANCE
PUBLIQUE DU MANITOBA



Background

Providing safe and proper repairs to Manitobans is a shared responsibility and requires a strong and collaborative relationship between Manitoba Public Insurance (MPI) and the Manitoba repair industry.

The consultation framework established under the 2021 Light Vehicle Accreditation Agreement is centered on meaningful consultation between the repair industry, its associations and MPI. MPI recognizes the importance of the collective voice of the repair industry represented by the Automotive Trades Association (ATA) and the Manitoba Motor Dealers Association (MMDA).

As part of a commitment to meaningful consultation, the Program and Accreditation Consultation Committee's objective is to facilitate and provide the associations the opportunity to raise ideas, discuss emerging repair industry trends and share concerns from their membership along with potential solutions directly with senior leadership of MPI.

Membership

- 2 representatives appointed by the ATA
- 2 representatives appointed by the MMDA
 - The Executive Directors of the MMDA and ATA may attend as observers
- 2 representatives of MPI (or a delegate if unable to attend)
 - Vice President, Claims
 - Director, Physical Damage Management
 - MPI's CEO may attend as a member

In addition, other representatives of MPI, the ATA, and MMDA may be invited to provide input or information as required.

The terms of the committee members are at the discretion of the respective association or MPI.

Scope of Activities

The intent of the Program & Accreditation committee is to provide direct input and feedback on issues affecting the Manitoba light vehicle repair industry, and the LVAA. The committee's focus will include:

- Build on the MPI and industry relationship and collaboratively working toward alignment of goals
- Discuss issues affecting the Manitoba light vehicle repair industry for enhanced mutual understanding of the impacts and drivers of the issues
- Review training and accreditation requirements outlined in the LVAA
- Discuss and provide input into MPI light vehicle repair related programs (for example: Direct Repair, Parts Autonomy, KPI's, Performance recognition)
- Identify and recommend strategies to support Manitoba's light vehicle repair industry in attracting and retaining repair and refinish technicians



- Develop joint positions on issues that affect the Manitoba light vehicle repair industry and MPI
- Review motor vehicle repair industry trends including OEM emerging technologies
- Create and maintain joint committees, from time to time, to address issues of mutual interest
- Identify customer service and systemic access issues, and identify/ recommend strategies to address
- Review and provide feedback on potential LVAA updates and future compensation schedules

Decision Making

The Program & Accreditation Consultation Committee is advisory only, and no decisions will be made by the committee.

Meeting Schedule

The committee will meet quarterly, or more frequently should issue arise. The next meeting date and location will be set at the conclusion of each quarterly meeting. Meetings will occur 'in person' unless circumstances dictate virtual meetings. Members of the committee may attend virtually, should their schedules not permit in person attendance.

Meeting Chair and Agendas

MPI representatives will act as chair for the meeting and will be responsible for developing an agenda in collaboration with all members of the committee.

Minutes

An MPI staff member will attend each meeting to record written minutes of the general discussion points and any action items. Minutes will be circulated to committee members for review and amendment as necessary following each meeting. Minutes will be posted for public viewing in the [Industry Consultation](#) section of the MPI Partners website.