



Program & Accreditation Consultation Committee Minutes

March 20, 2026

Committee Attendance

Dean Peterson, MMDA
Lynsey Beer, MMDA
Shaun Desmond, MMDA
Denis Cloutier, ATA
Ferd Klassen, ATA

John Bowering, MPI
Waldemar Koos, MPI

Regrets:

Geoff Sine, MMDA
Norm Bruneau, ATA

John Bowering chaired the meeting.

MPI Updates

Accessories

- John recapped the last discussion on supplier management, highlighting recent decisions not to reference certain suppliers due to concerns raised by the committee. Shops may continue to choose to work with those suppliers. For ongoing evidence-based review, the use of MPI's supplier issues form was emphasized in case of concerns.
- MPI reviews any problems with suppliers brought forward by shops. With the appropriate privacy protections, some of the problems may be reviewed and discussed in future meetings to consult on potential further action.
- There was ongoing conversation about defining what constitutes a competent supplier, with suggestions to establish broad criteria such as location and warehousing, but the group agreed to base decisions on specific evidence and real cases rather than generalizations.

Invoice Audit

- Waldemar provided an update on changes to the invoice audit process, noting a shift toward a more targeted audit approach. The intent is to focus audit activity where risk and non-compliance have historically been higher. Committee members asked questions regarding audit frequency, sample size, and how violations will be addressed.

- The targeted audit model will be implemented as a six-month pilot. Results will be reviewed in October to assess effectiveness and determine whether the approach should be adopted on a permanent basis.
- Where audits identify deliberate patterns of non-compliance, disciplinary action will continue to follow established LVAA procedures. The committee also discussed the opportunity to address unintentional errors through training and re-education, including the potential for peer-led sessions where appropriate.
- An increase in missing required documentation was noted. MPI will reinforce existing submission requirements through reminders and will explore adding compliance messaging within the estimate submission process. The current \$100 audit threshold remains in effect.

ATA Updates

ATA is planning to separate their student event from the trade show, partnering with MMDA, Red River College, and Skills Manitoba to host the student event at Red River in November, aiming to boost high school engagement. The trade show will remain trade-focused, and Red River's investment in VR technologies will enhance the event experience, including staging a collision center. ATA is considering major employer involvement while keeping recruitment distinct as RRC's estimating program is targeted for launch in September.

MMDA Updates

MMDA provided updates on recruitment and training initiatives, noting that federal immigration policy changes have paused some international recruitment, while a recent TIRE event with Red River and the Manitoba Trucking Association was well attended and may become annual, and plans are underway to enhance future student and trade events, including a dedicated student event in November

Parts Autonomy Review

The parts autonomy program was reviewed at a high level, outlining its evolution, current audit approach, and ongoing focus on data-driven improvement. The program has shifted to require all accredited shops to participate in parts autonomy, with audit models developed to identify savings opportunities and support shops in returning to good standing if needed. Concerns were raised about shops or customers manipulating parts selection to influence total loss settlements, leading to proposals to cap estimates at the maximum repair threshold and prevent parts autonomy from driving total loss outcomes. Plans were made to circulate a targeted, possibly invitation-based survey to accredited shops to gather actionable feedback, with assurances that responses would not trigger audits or corrective actions but would inform coaching and program improvements. Data on shop performance, corrective actions, and audit outcomes were presented, showing increased success rates, the impact of management tools, and the effectiveness of corrective action plans in

changing shop behavior. The committee agreed to conduct deeper dives into audit results by category, consider annual reviews of program targets, and continue sharing performance data regularly to support transparent, data-driven decision-making.

MNP Study

The committee confirmed plans to initiate the MNP study and aligned on the approach for kickoff, participation, and early deliverables. A virtual kickoff meeting was targeted for the following week with early April identified as a backup date. Members agreed to include as many participants as possible and confirmed that the study team will bring forward initial data requirements and key questions for discussion. Phase one of the study is expected to run for approximately six weeks and will focus on aligning on objectives, identifying data sources, and defining key issues, with ongoing coordination between the committee and MNP.

Follow-up tasks:

- MPI to encourage all shops to fill out the supplier issues form when encountering problems with suppliers and bring specific cases for discussion at future meetings.
- MPI to present the results of the targeted invoice audit pilot to the committee before making any permanent changes to the audit process.
- MPI to send further reminders through Shoptalk and SRAs to reinforce that document requirements for claims (e.g., invoices) have not changed, despite the \$100 audit threshold.
- MPI to explore possible implement a compliance warning message through Mitchell's Estimate Advisor to remind users to include required documents before claim submission.
- MPI to circulate the previous MPI-hosted parts autonomy survey to committee members for review and input on additional or revised questions, and prepare an invitation-based survey for accredited shops.
- MPI to include a clear disclaimer in the survey communication stating that responses will not trigger audits or corrective actions, but are intended for coaching and program improvement.
- MPI to share quarterly data on RPS variance, shop performance, and corrective action status with the committee at each meeting, and consider sending the data in advance for review.

Next Meeting

- TBD

Meeting adjourned: 3:15 pm

March 20, 2026

Programs & Accreditation Consultation Committee



MANITOBA
PUBLIC INSURANCE



Agenda

1. MPI Updates

2. MMDA Updates

3. ATA Updates

4. Parts Autonomy

5. MNP Study



MPI Updates

Next steps:

- Accessories
- Invoice Audit





Agenda

1. MPI Updates

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Agenda

1. MPI Updates

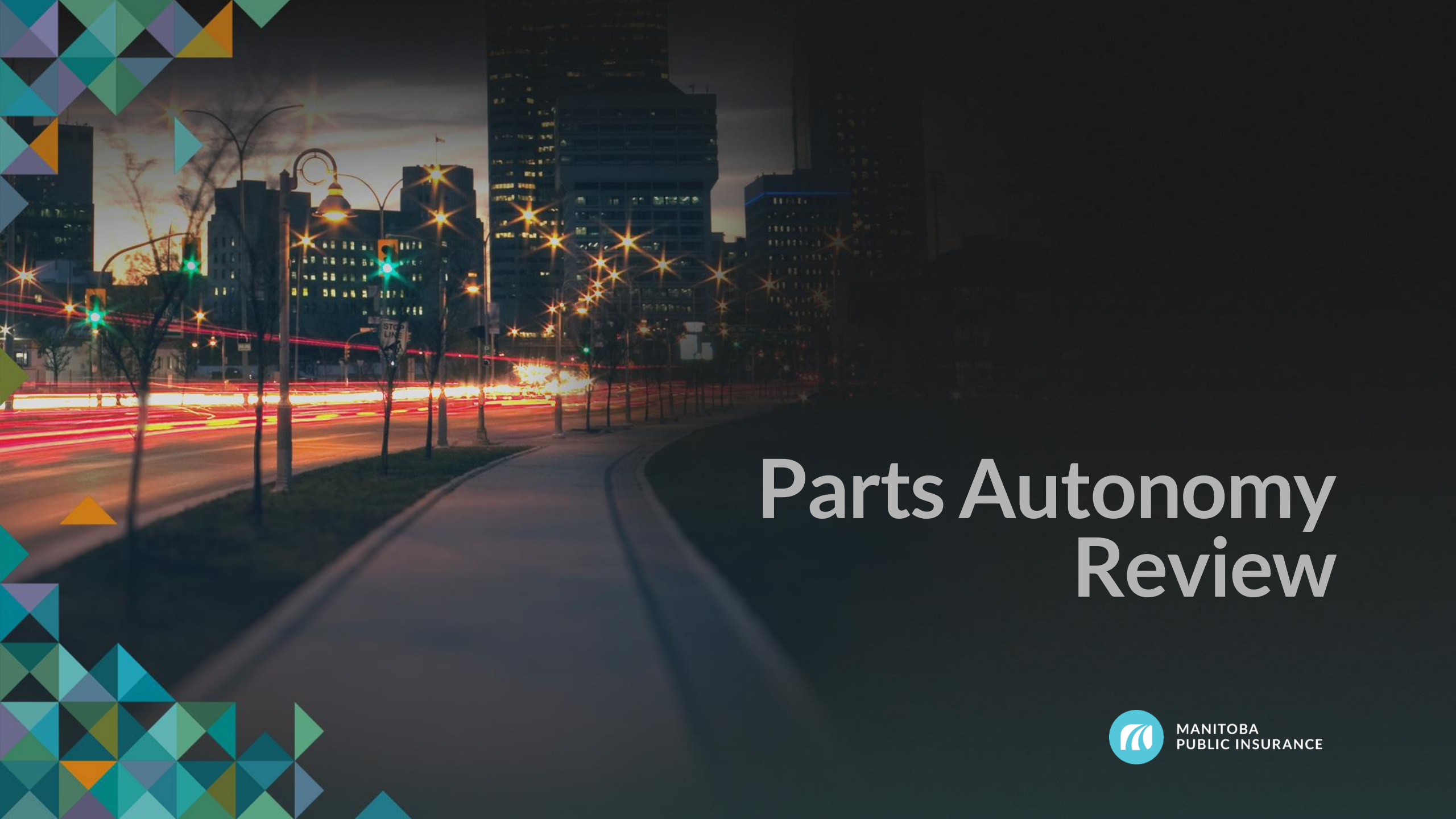
2. MMDA Updates

3. **ATA Updates**

4. Parts Autonomy

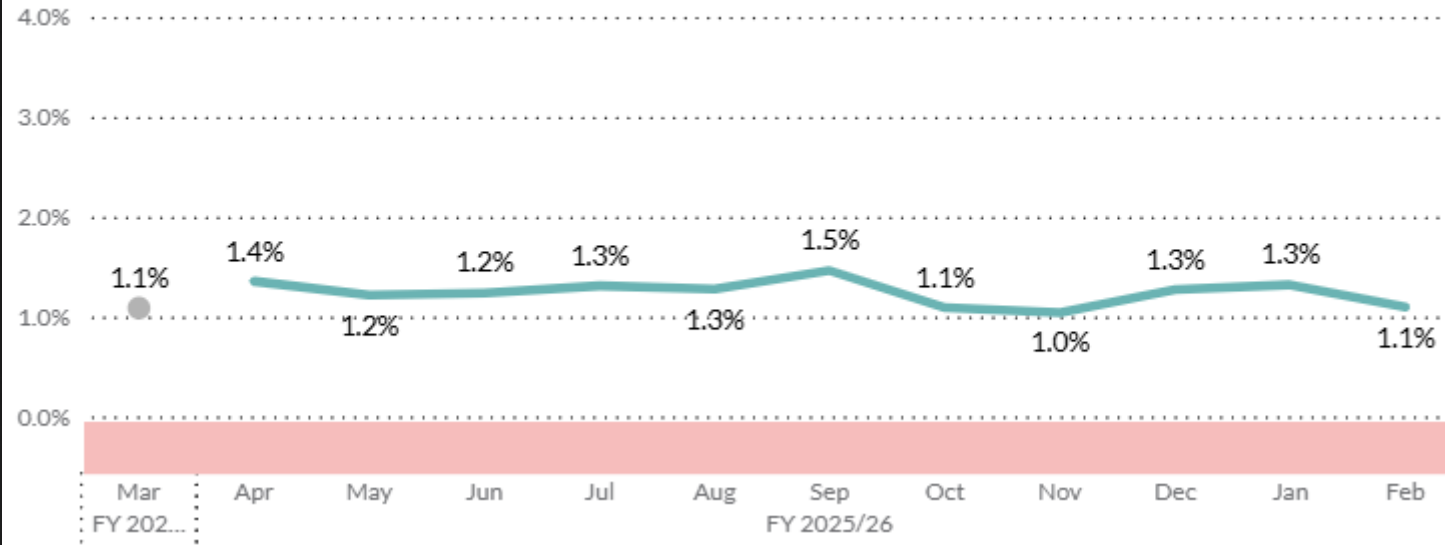
5. MNP Study





Parts Autonomy Review

All Shops - RPS Variance by Month



All Shops - Quarterly Success Rate

	FY 2025/26			
	Q1	Q2	Q3	Q4
Level 2	41	46	33	37
Level 1	144	138	152	142
Perf. Review	36	38	35	37
Success Rate:	83.7%	82.9%	84.1%	82.9%

Q4 only contains 2 months at this time. Updated monthly for progress monitoring.



Dealer - Quarterly Success Rate

	FY 2025/26			
	Q1	Q2	Q3	Q4
Level 2	5	3	4	6
Level 1	37	34	41	37
Perf. Review	6	11	3	4
Success Rate:	87.5%	77.1%	93.8%	91.5%

Q4 only contains 2 months at this time. Updated monthly for progress monitoring.

Independent - Quarterly Success Rate

	FY 2025/26			
	Q1	Q2	Q3	Q4
Level 2	36	41	29	30
Level 1	106	104	109	104
Perf. Review	29	26	30	31
Success Rate:	83.0%	84.8%	82.1%	81.2%

Q4 only contains 2 months at this time. Updated monthly for progress monitoring.



Parts Autonomy

Level 2 - Details

Count	32
Total	\$ 117,665
Min	\$ 354
Max	\$ 27,442
Average	\$ 3,677
Median	\$ 2,802



Parts Autonomy

Corrective Action Plan Process

- **Warning 1**
 - If a shop misses its three-month RPS target for the first time in a twelve-month rolling period, a PA CAP warning is given.
- **CAP Start**
 - If the second consecutive three-month target is not met, the shop is placed in a Corrective Action Plan for a duration of 3 months. EAL is removed.
- **CAP 1 / CAP 2 / CAP Passed**
 - Continuation of corrective action plan.
 - Shop is to pass the CAP on the 3rd month to avoid PA Audits.
 - The shops rolling three-month RPS score is above 0%. The shop passed its CAP. End of corrective action plan and return of EAL.



Parts Autonomy

Corrective Action Plan Process

- **Audit**
 - Shop has not met it's 3-month target for the 3rd consecutive scorecard and failed its CAP.
 - The shop is being audited for RPS variance and the shop's missed RPS variance is recovered.
 - The RPS audit will continue until the shop has met its three-month target at which time they will have passed their PA CAP.
- **Audit Warning**
 - The shop failed to meet their 3-month target and was on a CAP previously within 12 months. The shop gets one audit warning prior to audit beginning next month if three month rolling average RPS is not above 0%. No loss of EAL.



Parts Autonomy

Number of shops in CAP as of February 2026

Warning 1	11
Cap Start	4
Cap 1	3
Cap 2	2
CAP Passed	6
Audit	4
Audit Warning	3
Total	33





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3. ATA Updates

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