



March 31, 2022

Attn: Glass Repair Program Participants

RE: Glass Repair Program - Updates for the 2023 program year

Hello Program Participant,

I'm pleased to share that we're making some improvements to our Glass Repair Program (GRP) starting April 1, 2022, which also marks the start of a new program year.

The improvements are outlined in the [Glass Repair Program Guide](#) ("Program Guide") and are focused on providing more clarity and making the Program Guide easier to read. We've summarized the updates and included them at the bottom of this email. I encourage you to take a moment to read the updates.

I'd also like to take this opportunity to provide more context for the more significant updates we're making to the Key Performance Indicators (KPIs), specifically the weighting of the Customer Satisfaction Index (CSI) and the Quality Assurance (QA) outcomes.

Our goal remains the same: making sure KPI measures are fair and equitable across all suppliers. At this time, we've been unable to collect a sufficient number of CSI surveys to be able to factor these into your overall index score/rank, so we're making some adjustments to the weighting.

On QAs, the majority of discretionary QA Assessments were completed when program non-compliance was identified. Moving forward, we will be removing the discretionary QA from the QA KPI.

We're also working to finalize details on the Shared Benefits Program and tiering for the next measurement period. Look for communications in the coming weeks.

Do you have questions about the updates? We're here to help. Please reach out to your [Account Service Representative](#) if you need assistance.

Sincerely

Alden Li
Director, Claims Customer and MD Strategy

Below you'll find a summary of the improvements to the Program Guide, including details on the KPIs. The following updates will take effect on April 1, 2022.

Improvements to QA Scoring

Starting April 1, 2022, only randomly generated QA assessments will contribute to your QA score. Currently, all QA assessments are used towards index and ranking.





For more details on the QA improvements, you can refer to the following sections of the Program Guide:

- Section 6.4.3 Scope and Frequency
- Section 6.4.4. Outcomes
- Section 6.4.5 Completed QA Assessment

Update to KPI Scoring

You'll also see that there are updates to the KPI weighting for the new program year. You can refer to the following section of the Program Guide for details:

- Section 6.3.1 Individual Participant KPI report

The Customer Service Index (CSI) will continue to be displayed on individual KPI scorecards, but starting on April 1, 2022, they will no longer be used to determine overall performance for the purpose of tiering. We've included an updated table to show you the new weighting. These changes have been reflected in the Program Guide.

KPI Measure	KPI Weighting			KPI components
	Current Quadrant Weight	April 1st Quadrant Weight	Sub Weight	
Cost control	40%	70%	70%	Windshield repair ratio
			30%	Glass claim severity
QA	30%	30%	80%	QA File Score
			20%	Failed windshield repair ratio
CSI	30%	0%	100%	Net Promotor score

While CSI will be a non-scoring metric moving forward, ICBC will still collect surveys so that we can better understand the customer experience. Survey data will still be accessible via Mitchell Connect. Participants should continue to promote survey completion with our mutual customers as we will look to identify a way to use the CSI metric in the future.

The survey questionnaire will also be simplified, reducing the number of questions and a further communication will follow when the updated questionnaire will go into effect. While the CSI is a non-scoring metric, the individual scoring will display within Entegral instead of the placeholder value you see today.