



## Policy & Procedures Compliance

Please choose type of review \*

Desk Review       Site Visit

Was this QA randomly generated? \*

Yes       No

Adhered to admin procedures? \*

Yes       No

Loss type note? \*

Yes       No       N/A

Multiple claims? \*

Yes       No       N/A

Identified unrelated damage incl. notes? \*

Yes       No       N/A

Hit & Run? \*

Yes       No       N/A

Replacement Cost Policy or NVR+? \*

Yes       No       N/A

Other? (Comments required)

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Submitted estimate prior to starting repairs or followed 2 hour rule when applicable (Assessment Tier and Focus List)? \*

Yes       No

Comments

0 / 2000 character limit



## Core Estimate

Estimate submitted in compliance with MD Procedures Manual? \*

Yes  No

Correct parts and applicable labour operations selected on estimate (e.g. entire aperture labour when only section required)? \*

Yes  No

Followed R&I procedures? \*

Yes  No

Excluded unrelated/non-existent damage? \*

Yes  No

Made accurate judgement repair time decisions? \*

Yes  No  N/A

Included applicable estimate remarks? \*

Yes  No

Included all relevant, claim-related damage? \*

Yes  No

Made accurate repair vs. replace decisions? \*

Yes  No

Accurately applied rates/sublets? \*

Yes  No

Performed all operations indicated on the estimate? \*

Yes  No  N/A

Followed Pre & Post scan procedure? \*

Yes  No  N/A

Comments

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## Documentation (upon request)

Estimate documentation (if requested) submitted in compliance with MD Procedures Manual? \*

- Yes       No       N/A

Able to provide OE manufacturer repair procedures when required? \*

- Yes       No       N/A

Able to provide pre and/or post repair vehicle scanning detailing results? \*

- Yes       No       N/A

Able to provide electronic measuring system printouts of pre and post repair? \*

- Yes       No       N/A

Comments

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## Photos

Included all administrative photos and with sufficient quality? \*

- All included and good quality       Some missing or quality issues

Photos to support type of loss (e.g. animal hair, close ups)? \*

- Good Quality       Poor Quality       Missing

Four corners? \*

- Good Quality       Poor Quality       Missing

VIN & License Plate? \*

- Good Quality       Poor Quality       Missing



Options: Driver's door interior panel, emblems, interior, sunroof? \*

Good Quality       Poor Quality       Missing

Yard stick photos? \*

Good Quality       Poor Quality       Missing

Unrelated damage? \*

Good Quality       Poor Quality       Missing

Odometer? \*

Good Quality       Poor Quality       Missing

Included damage photos to support estimate? \*

All included and good quality       Some missing or quality issues

Photos supporting judgement times? \*

Good Quality       Poor Quality       Missing

Photos supporting major part replacement? \*

Good Quality       Poor Quality       Missing

Comments

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## Parts

Estimate parts utilization in compliance with MD Procedures manual? \*

Yes       No       N/A



Followed Replacement Cost Policy (APV 286/NVR)? \*

- Yes       No       N/A

Made cost effective parts decisions and provided justification? \*

- Yes       No       N/A

Comments

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Paint

Followed refinish procedures? \*

- Yes       No       N/A

Inner refinish applied correctly? \*

- Yes       No       N/A

Blend and/or Burn-in applied correctly? \*

- Yes       No       N/A

Finish, sand, and buff applied correctly/warranted? \*

- Yes       No       N/A

Paint Allowance? \*

- Yes       No       N/A

Feather, Prime & Block applied correctly? \*

- Yes       No       N/A

Refinish operation(s) applied correctly? (Example: aperture vs. quarter panel) \*

- Yes       No       N/A



Comments

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ATS/Rental

Followed ATS/rental procedures? \*

- Yes       No

Correctly omitted ATS billing when they notified ICBC a rental was required? \*

- Yes       No       N/A

Correctly followed ATS Exceptions policy? \*

- Yes       No

Comments

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Other Serious Issues (Collision Repair Program, Performance Management, Assessment and Standards)

Other serious issues? \*

- No Serious Issues       Serious Issues Identified

Reviewed with Manager? \*

- Yes       No



Select all that apply\*

- Repaired a total loss vehicle?
- Did not perform safe and proper repairs?
- Other? (Comments required)

Comments

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Variance Summary

Total Gross Costs (prior to corrections) \*

\$

Is there a variance? \*

Yes  No

Supported by supplement and delta report? \*

Yes  No  N/A

Supported by variance worksheet? \*

Yes  No  N/A

Comments

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