



Policy & Procedures Compliance

Adhered to admin procedures? *

- Yes No

Select applicable issue(s): *

- Loss type specified?
- Multiple claims?
- Identified unrelated damage and included notes?
- Hit & run?
- Replacement Cost Policy or NVR+?
- Provided justification for parts decision (when required)?
- Correctly identified customer responsibility? (ie. GST, betterment)

Entered accurate cycle times? *

- Yes No N/A

Submitted estimate prior to starting repairs? *

- Yes No

If Parts and/or Labour was added to estimate after repair completion date, were they justified? *

- Yes No N/A

Comments

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Core Estimate

Estimate submitted in compliance with MD Procedures Manual? *

- Yes
- No

Select applicable issue(s): *

- Correct parts and applicable labour operations selected on estimate (e.g. entire aperture labour when only section required)?
- Excluded unrelated/non-existent damage?
- Made accurate judgement repair time decisions?
- Included applicable estimate remarks?
- Included all relevant, claim-related damage?
- Made accurate repair vs. replace decisions?
- Accurately applied rates/sublets?
- Performed all operations indicated on the estimate?
- Followed R&I procedures?
- Followed Pre & Post scan procedure?
- Followed OEM Procedures in relation to structural repairs, R&I, ADAS, or SRS?

Comments

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Documentation (upon request)

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

- Yes No N/A

Select applicable issue(s): *

- Able to provide OE manufacturer repair procedures when required?
- Able to provide pre and/or post repair vehicle scanning detailing results?
- Able to provide electronic measuring system printouts of pre and post repair?
- Included wheel alignment specs with correct level of detail?
- Invoices supporting the parts and sublets are retained in the file?

Comments

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Photos

Included all administrative photos and with sufficient quality? *

- All included and good quality Some missing or quality issues

Included damage photos to support estimate? *

- All included and good quality Some missing or quality issues

Select applicable issue(s): *

- Photos supporting judgement times?
- Photos supporting major part replacement?

Comments

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Parts

Estimate parts utilization in compliance with MD Procedures Manual? *

- Yes No N/A

Select applicable issue(s): *

- Followed Replacement Cost Policy (APV 286/NVR)?
- Followed price match procedures?
- Searched for appropriate recycled parts?
- Made cost effective parts decisions?
- Invoices supporting the parts and sublets are retained in the file?

Comments

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Paint

Followed refinish procedures? *

- Yes No N/A

Select applicable issue(s): *

- Paint Allowance applied correctly?
- Inner refinish applied correctly?
- Blend and/or Burn-in applied correctly?
- Finish, sand, and buff applied correctly/warranted?
- Feather, Prime & Block applied correctly?
- Refinish operation(s) applied correctly? (Example: aperture vs. quarter panel)

Comments

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ATS/Rental

Followed ATS/rental procedures? *

- Yes
- No

Select applicable issue(s): *

- Provided a Temporary Substitute Motor Vehicle (TSMV) form when an ATS vehicle was provided?
- Correctly omitted ATS billing when they notified ICBC a rental was required?
- Correctly followed ATS Exceptions policy?

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

What was the estimate variance? *

- 0%
- 1 - 5%
- 6 - 10%
- 11 - 15%
- 16 - 20%
- 21 - 25%
- 26 - 30%
- 31 - 40%
- 41 - 50%
- 51 - 60%
- 61 - 80%
- 81 - 100%

Estimate Variance *

\$

Comments

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