ICBC

Date: (Day - Month - Year)

To: Sample Only (Facility Name)

From: MD Account Services

Re: Collision Repair Program Scorecard Report

Repair Network 2020 | COLLISION Top Performer

Repair Network 2021 | COLLISION Top Performer

See page 3 for details the on top performer logo shelf

ICBC Repair Network 2022 | COLLISION Top Performer

Date (Month - Year) Scorecard at a Glance

Index Score Trend Line

See page 3 for details on the scorecard at a glance section

Date (Month - Year) Scorecard In Detail

Estimatics	(476 / 550 Index Points)

See page 3 for details on key performance indicator (KPI) columns

Normalized Severity

Repair To Replace - Part Count

See page 4 for details on the estimatics quadrant

Alternate Parts

Initial Estimate Efficiency

QA	(144 / 300 Index Points)

QA Assessment Variance

See page 5 & 6 for details on the QA quadrant

Overall File Score

Cycle Time	(150 / 150 Index Points)

Average Labour Hours

See page 5 for details on the cycle time quadrant

Additional Information (Non-Scoring)

Key To Key Cycle Time

See page 6 for details on the additional information section

*12 month rolling scores include the performance of claims in the last 12 months.

***12 month rolling trend lines plot the scores from each 12 month rolling period, over the last 12 months.
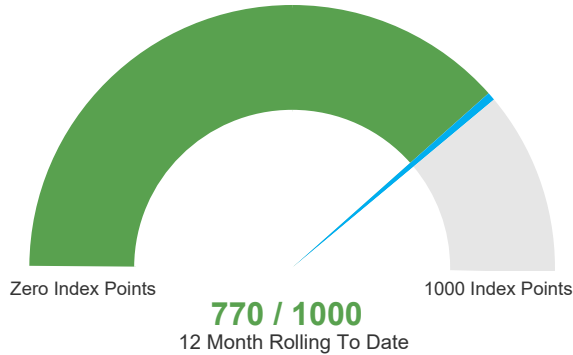
Index Opportunity Gauge

Index Opportunity Gauge

This gauge is a visual representation of points achieved out of the range of possible points.
The more filled the gauge, the more points scored.

Quadrant Breakdown

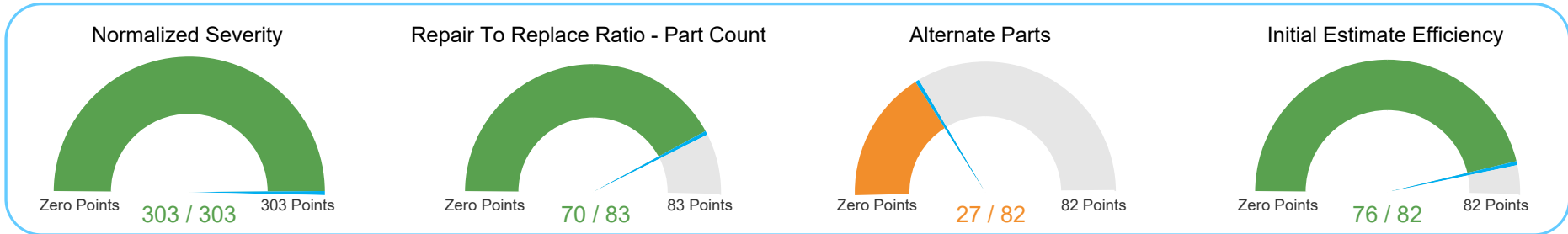Use the below section to see which quadrant has the largest loss in points.
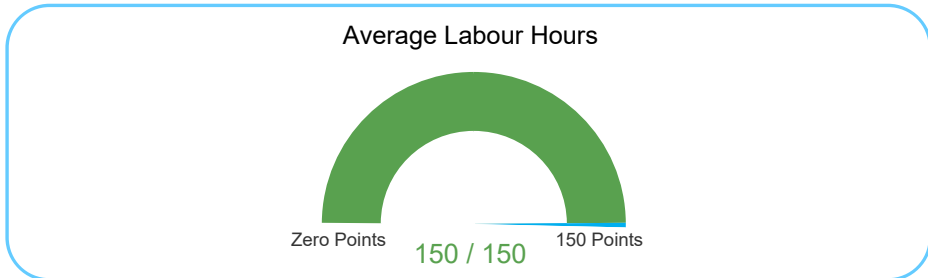
Scoring Colours

For all of the gauges on this page, the colour of the text and gauge fill helps visually indicate the performance of those results.

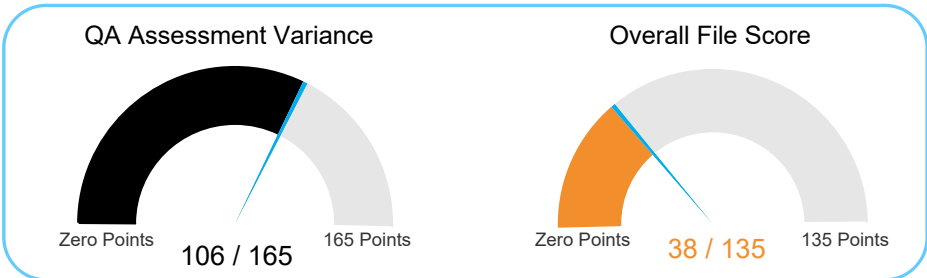**(See bottom of this page for the colour scale)**

Zero Index Points | 1000 Index Points
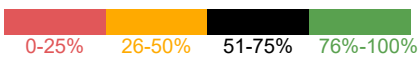
770 / 1000
12 Month Rolling To Date

Estimatics
(550 Points max)

Normalized Severity

Zero Points | 303 Points
303 / 303

Repair To Replace Ratio - Part Count

Zero Points | 83 Points
70 / 83

Alternate Parts

Zero Points | 82 Points
27 / 82

Initial Estimate Efficiency

Zero Points | 82 Points
76 / 82

Cycle Time
(150 Points Max)

Average Labour Hours

Zero Points | 150 Points
150 / 150

QA
(300 Points Max)

QA Assessment Variance

Zero Points | 165 Points
106 / 165

Overall File Score

Zero Points | 135 Points
38 / 135

Index Score Colour Scale

| 0-25% | 26-50% | 51-75% | 76%-100% |

Gauge Chart Colour Scale

Points Missed (Filled in grey)

Points Achieved (Filled in with colour based on Index Colour Scale as shown to the left)

Printed Version

Collision Repair Network Top Performer Logo Shelf

The Collision Scorecard now contains an award shelf that will display a Top performer logo representing each program year a facility achieved Tier 1 status.

There are currently four available spots on the scorecard for the Top Performer Logo. **2020, 2021, 2022, and 2023** logos will be displayed as achieved over the next program years.
If Tier 2 or Assessment Tier is achieved, the logo slot will remain blank.

(Top Perfomer Logo Locations)

April 2022 Collision Repair Program Scorecard

| 2020 Top Performer Logo | 2021 Top Performer Logo |
| 2022 Top Performer Logo | 2023 Top Performer Logo |

(Sample: Top Perfomer Logo In Position)

April 2022 Collision Repair Program Scorecard

ICBC Repair Network 2020 | COLLISION Top Performer
ICBC Repair Network 2021 | COLLISION Top Performer
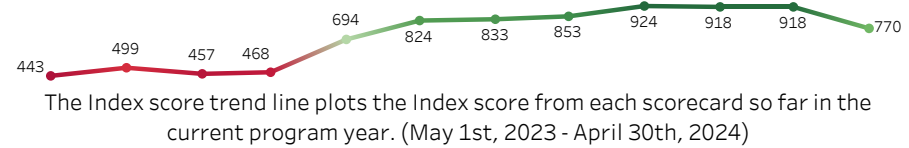ICBC Repair Network 2022 | COLLISION Top Performer

Scorecard At A Glance Section

Index Score: 770 / 1000
The index score represents the total of the scores achieved from each KPI quadrant.
- Estimatics Maximum 550 Max Points,
- QA Maximum 300 Max Points
- Cycle Time Maximum 150 Max Points.
- CSI Currently non-scoring

Index Score Trend Line

443 499 457 468 694 824 833 853 924 918 918 770

The Index score trend line plots the Index score from each scorecard so far in the current program year. (May 1st, 2023 - April 30th, 2024)

Overall Rank: 1 of 25
- This is your facility's current rank in the region based on the **Index Score**

Your Region's Current Tier 2 Min Index Score: 261
- The tier 2 minimum threshold is a set point below your region's average index score

Key Performance Indicators (KPI) Table Column & Row Details

The Collision Program year runs from May 1st - April 30th. (Example: May 1st, 2023 - April 30th, 2024) Each KPI is represented on a Row with Columns of data for that KPI.

**The data in the below table is for example purposes only **	October 2023 Single Month Only	November 2023 12 Month Rolling*	Trend Line 12 Month Rolling***	KPI Rank 12 Month Rolling*	Region Average 12 Month Rolling*	Top 25% Avg. 12 Month Rolling*
Normalized Severity	$3725.01	**$3562.91**		**3 of 26**	$4243.17	$3,869.25
Repair To Replace - Part Count	75.29%	**74.90%**		**5 of 26**	79.12%	95.74%

Previous Month
This measure value is the result of the previous month data only.

Current Scorecard
This includes the data from the latest 12 month period.
- Green font If **better than or equal** to the region average
- Red font if **worse than** the region average

Trend Lines
Trend lines read from left to right. Each point represents the result of the latest 12 month period at that time. The trend line will show you if there has been an overall improvement or decline in the KPI with a sliding colour scale from Green (Better) to Red (Worse)

Top 25% Avg. (Target Number)
This is a target KPI score representing the average score of top 25% results for this KPI

Region Average (Target Number)
Indicates the average score for the given KPI in your region.

Rank Per KPI
KPI shows your Rank for the KPI on this row. Ranks are based on current 12 month rolling period.

Estimatics Quadrant

476 points scored out of **550** points.
Estimatics make up **55%** of the overall scorecard total (**550 Points max**), Estimatics is made up of four sub-sections, each weighted differently.

Normalized Severity Weight: 55% of the estimatics section (**303 Points max**)   **Repair to Replace Ratio - Part Count Weight:** 15% of the estimatice section (**83 Points max**)
Alternate Parts Weight: 15% of the estimatics section (**82 Points max**)   **Initial Estimate Efficiency Weight:** 15% of the estimatics section (**82 Points max**)

Normalized Severity

Normalized Severity
Measure of severity, adjusted for each supplier's unique work mix.
See the Collision Repair Program Guide For more detail.
KPI Measures: Estimatics
KPI Score: 303 Points
KPI Weighting: 303 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	$3,834.17	Average:	$4,768.46
Current 12 Month Rolling Result:	$3,841.06	Tier 1 Median:	$4,345.86
Current 12 Month Rolling Rank:	1 of 25		

Repair To Replace Ratio

Repair To Replace - Part Count
Total repaired parts divided by Total replaced parts (excluding parts under $100), expressed as a percentage
KPI Measures: Estimatics
KPI Score: 70 Points
KPI Weighting: 83 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	79.10%	Average:	60.51%
Current 12 Month Rolling Result:	75.39%	Tier 1 Median:	80.43%
Current 12 Month Rolling Rank:	5 of 25		

Alternate Parts

Alternate Parts
Total of alternate parts (after market and recycled not OEM)
Divided by total part amount (after market, recycled and OEM)
KPI Measures: Estimatics
KPI Score: 27 Points
KPI Weighting: 82 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	47.19%	Average:	46.31%
Current 12 Month Rolling Result:	42.75%	Tier 1 Median:	52.64%
Current 12 Month Rolling Rank:	18 of 25		

Initial Estimate Efficency

Initial Estimate Efficiency
Sum of initial approved estimate, divided by sum of original estimate, plus all supplements
KPI Measures: Estimatics
KPI Score: 76 Points
KPI Weighting: 82 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	93.85%	Average:	89.95%
Current 12 Month Rolling Result:	94.28%	Tier 1 Median:	93.36%
Current 12 Month Rolling Rank:	3 of 25		

Cycle Time Quadrant

150 points scored out of 150 points.

Cycle Time makes up for 15% of the overall scorecard total **(150 Points max)**, Cycle Time is made up of one sections. (Key to key cycle time if not longer scoring)

Average Labour Hours Per Day: 100% of the Cycle Time section **(150 Points max)**

Average Labour Hours

Average Labour Hours
Total repair hours (all labour hours)
Divided by number of days (24 hour clock on cycle time entry for car in/car out)
KPI Measures: Cycle Time
KPI Score: 150 Points
KPI Weighting: 150 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	4.8 Hrs.	Average:	2.7 Hrs.
Current 12 Month Rolling Result:	4.7 Hrs.	Tier 1 Median:	3.8 Hrs.
Current 12 Month Rolling Rank:	1 of 25		

QA Quadrant

144 points scored out of 300 points.
QA makes up for 30% of the overall scorecard total **(300 Points max)**, QA is made up of two sub-sections, each weighted differently.

QA Variance: 55% of the QA section **(165 Points max)**
Overall File Score: 45% of the QA Score section **(135 Points max)**

QA Assessment Variance

QA Assessment Variance
Total absolute variance divided by gross estimate total.
(Expressed as a percentage)
KPI Measures: Quality Assessment
KPI Score: 106 Points
KPI Weighting: 165 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	0.00%	Average:	8.6 Days
Current 12 Month Rolling Result:	0.38%	Tier 1 Median:	6.2 Days
Current 12 Month Rolling Rank:	10 of 25		

Overall File Score

Overall File Score
Derived from the completion of the QA assessment form
(An average score of completed QA assessments)
KPI Measures: Quality Assessment
KPI Score: 38 Points
KPI Weighting: 135 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	99.90	Average:	98.24
Current 12 Month Rolling Result:	97.74	Tier 1 Median:	99.37
Current 12 Month Rolling Rank:	19 of 25		

ICBC

The Additional Information section is new to the collision scorecard and includes helpful information not found on scorecards in the past such as:
Tier Status, Facility Number, and Region Name.
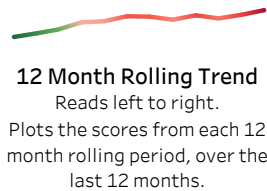
Key to Key Cycle Time (Non-Scoring)

Key To Key Cycle Time
Customer Pickup Date minus Customer Drop Off Date = number of days
KPI Measures: Cycle Time
KPI Score: 0 Points
KPI Weighting: 0 Points Max

12 Month Rolling Trend
Reads left to right.
Plots the scores from each 12 month rolling period, over the last 12 months.

Scorecard Results		Regional Scorecard Target	
Previous Month Result:	4.8 Days	Average:	0.70%
Current 12 Month Rolling Result:	5.0 Days	Tier 1 Median:	0.18%
Current 12 Month Rolling Rank:	1 of 25		

CSI Score: 62   Region Average: 71

Customer Service Index (CSI) is a score based on customer satisfaction surveys done after repairs are completed.
CSI is visible on the individual Participant's KPI report, and is monitored by ICBC.
However, CSI is not measured for the purposes of KPI scoring and the Participant's program rank.

Facility #: Sample Only

- This is your facility number

Tier Status: Tier 1 *(Based on Previous Program Year Tiering Results)*

- This is your Current Tier Status based on previous collision program year results.
- Three possible Tiers: Tier 1, Tier 2, and Assessment Tier

Region: Sample Only

Follow the below Link to the ICBC Partners page document containing all Regional map information
https://www.icbc.com/partners/material-damage/Documents/collision-glass-regions.pdf

- This is the region your facility is located in. All region averages, comparisons and relative rankings are based on the other facilities in this region.

5.2. Tiering at Program Intake and Annual Tiering Evaluation

Please refer to the guide for the latest and complete information: (Page 12)
https://www.icbc.com/partners/material-damage/Documents/collision-program-guide.pdf

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Assessment Tier Warning Tile
If your facility is currently in Assessment Tier, the below section will provide a reminder in regards to relative KPI performance required by the end of the collision program year. If your facility is in Tier 1 or Tier 2, the below section (**Located at the bottom of page one on your scorecard**) will be blank.

Please reach out to your Account Representative for support and any additional information.
Contact Information Located Here: https://www.icbc.com/partners/material-damage/Documents/md-account-services.pdf