



Date (Month - Year) Collision Repair Program Scorecard



Date: Year - Month - Day
To: Facility Name
From: MD Account Services
Re: Collision Repair Program Scorecard Report

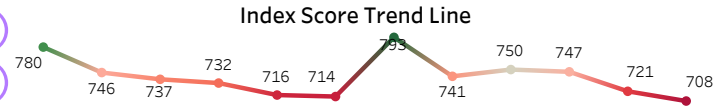
Date (Month - Year) Scorecard at a Glance

Index Score: **708 / 1000**

Region Average Index Score: **522 / 1000**

Overall Rank: **3 of 26**

Your Region's Current Tier 2 Min Index Score: **261**



Date (Month - Year) Scorecard In Detail

Estimatics (447 / 550 Index Points)	Month - Year Single Month Only	Month - Year 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	N/A	\$3,987.20		1 of 26	\$4,898.15	\$4,458.42
Repair To Replace - Part Count	58.08%	57.21%		11 of 26	55.86%	75.08%
Alternate Parts	43.56%	44.14%		17 of 26	47.83%	57.15%
Initial Estimate Efficiency	94.14%	92.98%		8 of 26	90.67%	95.05%

QA (116 / 300 Index Points)

Overall File Score	93.40%	95.75%**		17 of 26	95.80%	98.74%
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Cycle Time (145 / 150 Index Points)

Average Labour Hours	5.5 Hrs.	4.4 Hrs.		2 of 26	2.7 Hrs.	3.7 Hrs.
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(Results in the Month - Year column are shown in Red when performing lower than the regional average and Green when performing higher than the region average)

Additional Information (Nonscoring)

QA Assessment Variance	0.00%	0.52%		19 of 26	0.63%	0.03%
Key To Key Cycle Time:	3.9 Days	5.5 Days		1 of 26	8.6 Days	6.4 Days

CSI Score: **69** Region Average: **69**

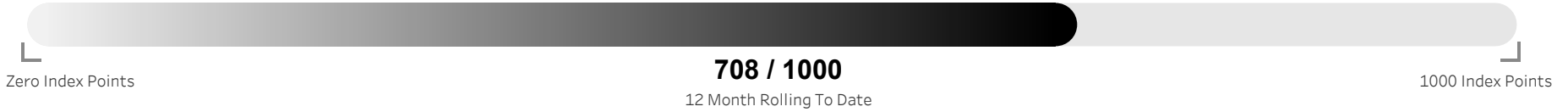
Facility #: **Sample Only (Facility Number)**

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

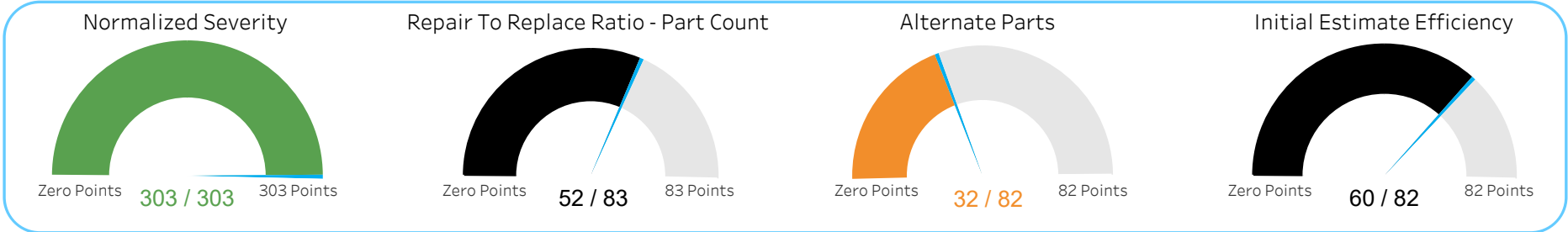
Region: **Sample Only (Region)**



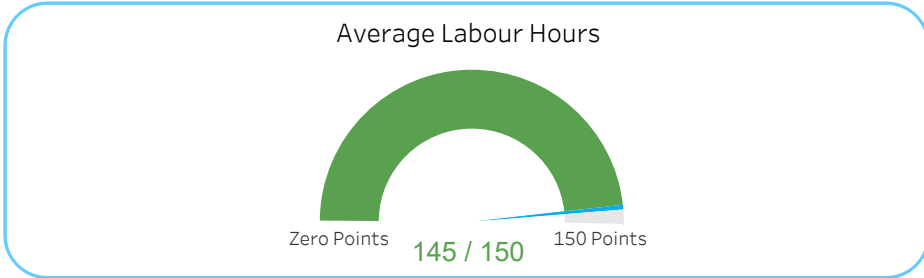
Index Opportunity Gauge



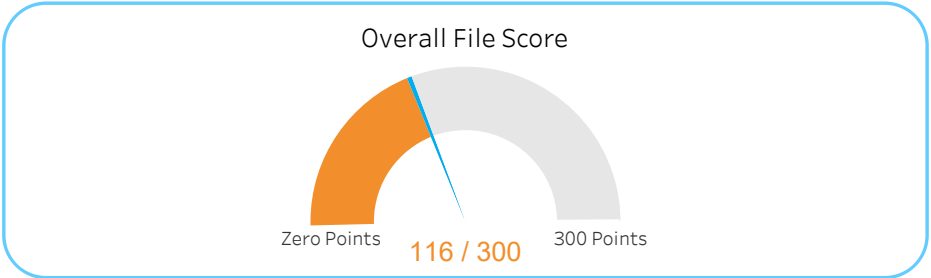
Estimates (550 Points max)



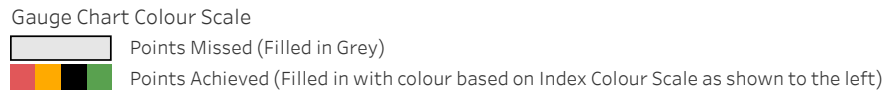
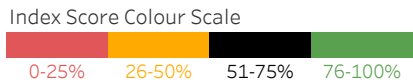
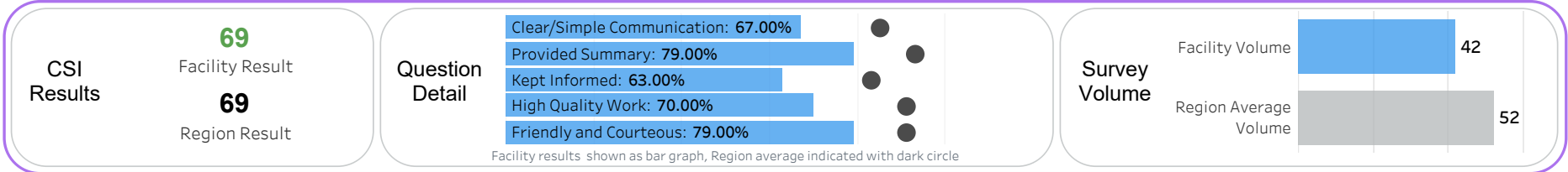
Cycle Time (150 Points Max)



QA (300 Points Max)



Customer Service Index (CSI) (Non-Scoring Information Only)



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