



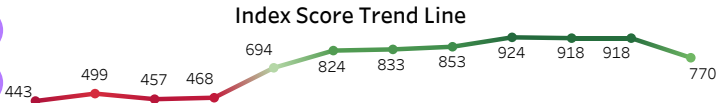
Date (Month - Year) Collision Repair Program Scorecard



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

Date (Month - Year) Scorecard at a Glance

Index Score: **770 / 1000** Region Average Index Score: **523 / 1000**
 Overall Rank: **1 of 25** Your Region's Current Tier 2 Min Index Score: **261**



Date (Month - Year) Scorecard In Detail

Estimatics (476 / 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	\$3,834.17	\$3,841.06		1 of 25	\$4,768.46	\$4,345.86
Repair To Replace - Part Count	79.10%	75.39%		5 of 25	60.51%	80.43%
Alternate Parts	47.19%	42.75%		18 of 25	46.31%	52.64%
Initial Estimate Efficiency	93.85%	94.28%		3 of 25	89.95%	93.36%

QA (144 / 300 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*
QA Assessment Variance	0.00%	0.38%		10 of 25	0.70%	0.18%
Overall File Score	100.00%	97.74%		19 of 25	98.24%	99.37%

Cycle Time (150 / 150 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*
Average Labour Hours	3.9 Hrs.	4.7 Hrs.		1 of 25	2.7 Hrs.	3.8 Hrs.

(Results in the Month - Year 12 Month Rolling column are shown in Red when performing lower than the regional average and Green when performing higher than the region average)

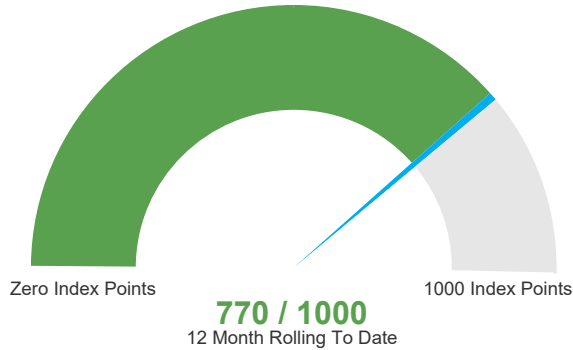
Additional Information (Nonscoring)

Key To Key Cycle Time:	7.5 Days	5.0 Days		1 of 25	8.6 Days	6.2 Days
CSI Score: 62 Region Average: 71	Facility #: Sample Only					
Tier Status: Tier 1 (Based on Previous Program Year Tiering Results)	Region: Sample Only					

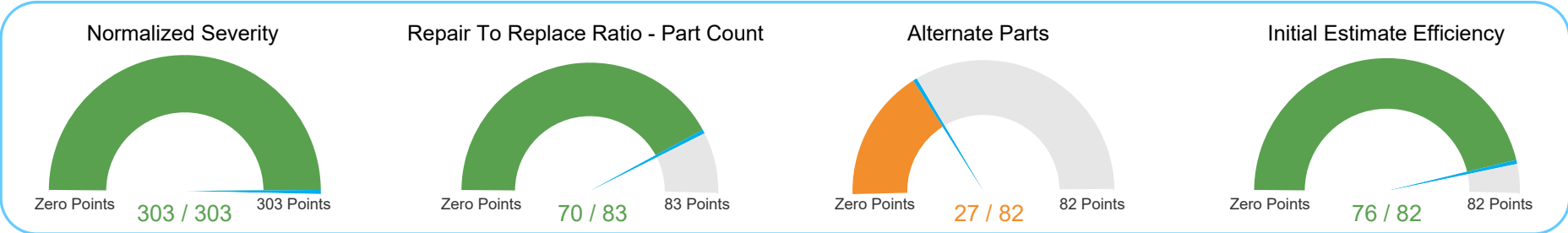
*12 month rolling scores include the performance of claims in the last 12 months.
 ***12 month rolling trend lines plot the scores from each 12 month rolling period, over the last 12 months.



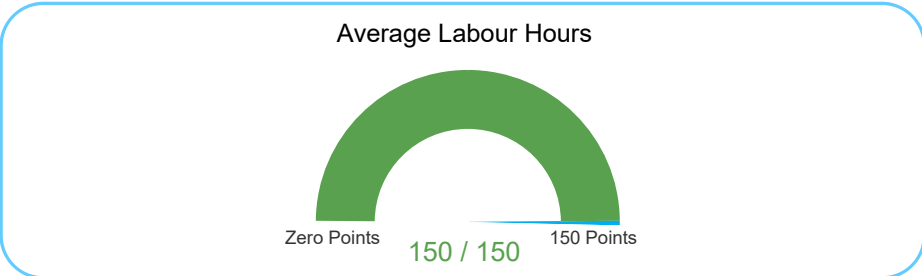
Index Opportunity Gauge



Estimatics (550 Points max)



Cycle Time (150 Points Max)



QA (300 Points Max)

