

# GLASS REPAIR PROGRAM QA ASSESSMENT QUESTIONNAIRES

For Glass Replacement (CL14BX) – click here

For Windshield Repair (CL14BXR) – click <u>here</u>



Core Estimate			
The Customer's GST or PST registrant status were identified correctly?*			
C Yes	C No	€ N/A	
Damage reported was consistent with the loss type?*			
C Yes	C No		
The VIN Identified in	the uploaded image	matched the vehicle VIN?*	
C Yes	C No		
Authorization was re	ceived prior to work b	eing completed?*	
C Yes	C No	© N/A	
All parts prices, labour and discounts were invoiced correctly?*			
C Yes	C No		
Correctly identified ADAS calibration requirements in GWE?*			
C Yes	C No	© N/A	
Comments			



Documentation			
An invoice or packing slip was provided for moulding replacement?*			
C Yes	C No	€ N/A	
The part number was identified on the glass part invoice/packing slip?*			
C Yes	O No		
The packing slip or b	arcode label for addit	ional part(s) was attached to the	claim?*
🔿 Yes	O No	© N/A	
The receipt for the d	eductible was attache	d to the claim?*	
🔿 Yes	O No		
Documentation was provided to support ADAS calibration?*			
🕐 Yes	🕐 No	© N/A	
The applicable deductible amount was collected in full from the customer?*			
🕐 Yes	🕐 No		
Comments			1



## **Policy & Procedure**

The vehicle was not Facility?*	owned/leased by the I	Repair Facility, or any family member or employee of the Repair	
C Yes	C No		
The Failed Windshiel	d Repair policy was fo	llowed correctly?*	
C Yes	O No	© N/A	
The correct windshie	ld sections were ident	ified on the Windshield Damage Locator?*	
O Yes	C No	© N/A	
The insured's Statem	ent was completed?*		
O Yes	C No		
The Certificate of Wo	ork completed?*		
O Yes	C No		
The dealer trade-in p	oolicy was followed co	rrectly?*	
C Yes	C No	○ N/A	
The Replacement cost policy (APV286/NVR) was followed correctly?*			
C Yes	C No	♥ N/A	



## Photos

Included all administrative photos and with sufficient quality?\*

C All included and good C Some missing and quality C No photos issues



## **Variance Summary**

Total Gross Costs (prior to corrections)\*

\$

What was the estimate variance?\*

□ 0

- □ 1 10%
- □ 11 20%
- □ 21 30%
- □ 31 40%
- □ 41 50%
- □ 51 60%
- □ 61 70%
- □ 71 80%
- □ 81 90%
- □ 91 99%
- □ 100%

Is there a variance?\*

🔿 Yes

🔿 No



# Windshield Repair QA Assessment Questionnaire (CL14BXR)

Core Estimate				
The Customer's GST or PST registrant status were identified correctly?*				
C Yes	🔘 No	C N/A		
Damage reported was consistent with the loss type?*				
C Yes	O No			
The VIN Identified in the uploaded image matched the vehicle VIN?*				
C Yes	C No			
Comments				



# Windshield Repair QA Assessment Questionnaire (CL14BXR)

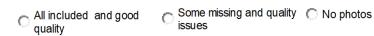
### **Policy & Procedure**

The vehicle was not owned/leased by the Repair Facility, or any family member or employee of the Repair Facility?\*

C Yes	🔘 No		
The correct windshie	Id sections were ident	ified on the Windshield Damage Loca	itor?*
C Yes	C No	© N/A	
The insured's Statem	nent was completed?*		
C Yes	🔿 No		
The Certificate of Wo	ork completed?*		
C Yes	C No		
Comments			

#### Photos

Included all administrative photos and with sufficient quality?\*





# Windshield Repair QA Assessment Questionnaire (CL14BXR)

## **Variance Summary**

Total Gross Costs (prior to corrections)\*

O No

\$

Is there a variance?\*

🔿 Yes

What was the estimate variance?\*

□ 0

- □ 1 10%
- □ 11 20%
- □ 21 30%
- □ 31 40%
- □ 41 50%
- □ 51 60%
- □ 61 70%
- □ 71 80%
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