



GLASS REPAIR PROGRAM QA ASSESSMENT QUESTIONNAIRES

For Glass Replacement (CL14BX) – click [here](#)

For Windshield Repair (CL14BXR) – click [here](#)



Glass Replacement QA Assessment Questionnaire (CL14BX)

Core Estimate

The Customer's GST or PST registrant status were identified correctly?*

- Yes No N/A

Damage reported was consistent with the loss type?*

- Yes No

The VIN Identified in the uploaded image matched the vehicle VIN?*

- Yes No

Authorization was received prior to work being completed?*

- Yes No N/A

All parts prices, labour and discounts were invoiced correctly?*

- Yes No

Correctly identified ADAS calibration requirements in GWE?*

- Yes No N/A

Comments



Glass Replacement QA Assessment Questionnaire (CL14BX)

Documentation

An invoice or packing slip was provided for moulding replacement?*

- Yes No N/A

The part number was identified on the glass part invoice/packing slip?*

- Yes No

The packing slip or barcode label for additional part(s) was attached to the claim?*

- Yes No N/A

The receipt for the deductible was attached to the claim?*

- Yes 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



Glass Replacement QA Assessment Questionnaire (CL14BX)

Policy & Procedure

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

- Yes No

The Failed Windshield Repair policy was followed correctly?*

- Yes No N/A

The correct windshield sections were identified on the Windshield Damage Locator?*

- Yes No N/A

The insured's Statement was completed?*

- Yes No

The Certificate of Work completed?*

- Yes No

The dealer trade-in policy was followed correctly?*

- Yes No N/A

The Replacement cost policy (APV286/NVR) was followed correctly?*

- Yes No N/A

Comments



Glass Replacement QA Assessment Questionnaire (CL14BX)

Photos

Included all administrative photos and with sufficient quality?*

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

Comments



Glass Replacement QA Assessment Questionnaire (CL14BX)

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

Comments



Windshield Repair QA Assessment Questionnaire (CL14BXR)

Core Estimate

The Customer's GST or PST registrant status were identified correctly?*

- Yes No N/A

Damage reported was consistent with the loss type?*

- Yes No

The VIN Identified in the uploaded image matched the vehicle VIN?*

- Yes 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?*

- Yes No

The correct windshield sections were identified on the Windshield Damage Locator?*

- Yes No N/A

The insured's Statement was completed?*

- Yes No

The Certificate of Work completed?*

- Yes No

Comments

Photos

Included all administrative photos and with sufficient quality?*

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

Comments



Windshield Repair QA Assessment Questionnaire (CL14BXR)

Variance Summary

Total Gross Costs (prior to corrections)*

\$

Is there a variance?*

Yes

No

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%

Comments