



### Purpose

This job aid provides repair facilities with an overview of the various features and functions of the QA Assessment Performance Measures application and how to navigate within the application. For repair facilities. QA Assessment Performance Measures will be used to view Quality Assurance (QA) assessments and QA scores, and to submit a dispute, if the repair facility feels that an entry(s) made by ICBC is not justified.



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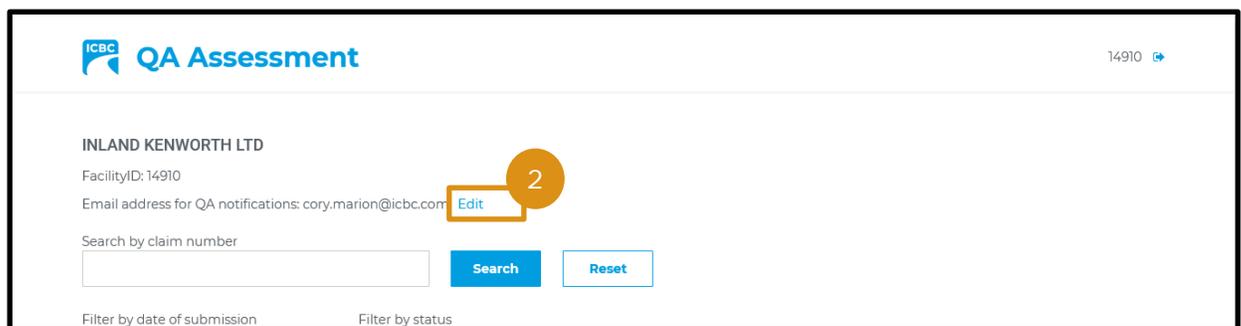
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### Notifications

1. When you first enter QA Assessment Performance Measures application you will need to enter the email address you would like notifications to be sent to.
2. To change the email address for QA notifications, click the **Edit** link next to the email address.
3. Enter the email address, and then click the **Save** button.





**ICBC QA Assessment** 14910

**INLAND KENWORTH LTD**  
FacilityID: 14910

Email address for QA notifications:  Save Cancel

Search by claim number  Search Reset

Filter by date of submission  Filter by status

Submitted	Assessment	Status	Score	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.53%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.93%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.53%	<span style="background-color: #f08080; padding: 2px;">Not viewed</span>



### Navigating the Dashboard

1. Your main dashboard will allow you to view all of your QA assessments.
2. You can see the submitted date, assessment, status, and score.
3. The dashboard will also show you whether you have already viewed the assessment.

**INLAND KENWORTH LTD**  
 FacilityID: 14910  
 Email address for QA notifications: cory.marion@icbc.com [Edit](#)

Search by claim number  
 [Search](#) [Reset](#)

Filter by date of submission:  Filter by status:

Submitted	Assessment	Status	Score	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.53%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.93%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.53%	<a href="#">Not viewed</a>
03 Dec 2019	<a href="#">BK54553-2-A-1</a>	Dispute Rejected	85.33%	
03 Dec 2019	<a href="#">BK54553-2-A-0</a>	Submitted	100.00%	<a href="#">Not viewed</a>

4. You can search by claim number.
5. You can filter the QA assessments by their date of submission or status. The *Filter by status* drop down menu will give you the following options: *Dispute approved*, *Dispute in progress*, *Dispute rejected*, *Finalized*, and *Submitted*.

Drop Down Menu Options	Explanation
<b>Dispute approved</b>	ICBC has reviewed the supporting documentation and the Participant’s comments compared to ICBC’s findings at the time of the original assessment and Has decided to accept the dispute and remove the score for this QA from the KPI.
<b>Dispute in progress</b>	ICBC is currently reviewing the dispute and has seven (7) calendar days to respond.
<b>Dispute rejected</b>	ICBC has reviewed the supporting documentation and the Participant’s comments compared to ICBC’s findings at the time of the original assessment and



	determined the original QA assessment was supported and will stand.
<b>Finalized</b>	The QA assessment is locked down and the Participant will no longer have the ability to dispute.
<b>Submitted</b>	The QA assessment has been completed and is still within the seven (7) day SLA.

**INLAND KENWORTH LTD**  
FacilityID: 14910  
Email address for QA notifications: cory.marion@icbc.com [Edit](#)

Search by claim number  [Search](#) [Reset](#)

Filter by date of submission **5**  Filter by status

Submission Date	Claim Number	Status	Score	View
03 Dec 2019	BK54553-2-A-1	Submitted	92.53%	<a href="#">Not viewed</a>
03 Dec 2019	BK54553-2-A-1	Submitted	92.93%	
03 Dec 2019	BK54553-2-A-1	Submitted	92.53%	<a href="#">Not viewed</a>
03 Dec 2019	BK54553-2-A-1	Dispute Rejected	85.33%	
03 Dec 2019	BK54553-2-A-0	Submitted	100.00%	<a href="#">Not viewed</a>

ICBC QA Assessment 14910

INLAND KENWORTH LTD  
FacilityID: 14910  
Email address for QA notifications: cory.marion@icbc.com [Edit](#)

Search by claim number  [Search](#) [Reset](#)

Filter by date of submission

Filter by status

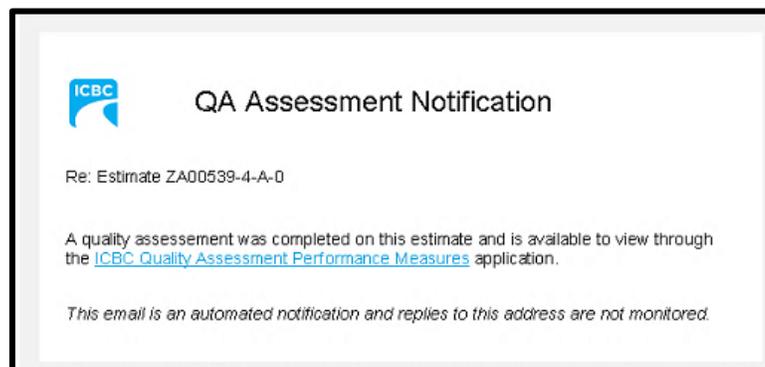
- Dispute approved
- Dispute in progress
- Dispute rejected
- Finalized
- Submitted

Submitted	Assessment	Status	Score	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Dispute In Progress	92.53%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.93%	
04 Dec 2019	<a href="#">BK54553-2-A-1</a>	Submitted	92.53%	
05 Dec 2019	<a href="#">BK54553-2-A-0</a>	Submitted	36.96%	<a href="#">Not viewed</a>



## Submitting a Dispute

1. When a QA assessment is completed, you will receive a notification through email.



**Warning:** Participants may submit a QA dispute to ICBC within seven (7) calendar days of receipt of a completed QA assessment.

2. You can review the completed QA assessment and your total QA score.
3. If you feel that one or more entries made by ICBC in the QA assessment are not justified, you can initiate a dispute by selecting the **Initiate Dispute** check box at the bottom of the page.

ICBC QA Assessment 14910

Estimate: BK54553-2-A-1 INLAND KENWORTH LTD

In-progress SUBMITTED

Completed December 4, 2019 by RAAPMD Estimator | Test ID **1**

Customer name	EDGAR GARCIA BARRAGAN	Date of loss	09 Nov 2019	NVR	No	APV286	No
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Plate #	Year	Make	Model	VIN #
DA504M	2006	BMW	525i	WBANE53566CK80250

Collision Facility Id	Business Partner #	Collision Facility Name	Phone	Email	Address
14910	0005003077	INLAND KENWORTH LTD	(604)291-6431	cory.marion@icbc.com	5550 GORING ST. BURNABY BC V5B 3A4

Collision Tier	Performance Review
Collision Tier 2	PR1

Facility representative discussed with:

Policy & Procedures Compliance

ICBC QA Assessment 14910

Supported by supplement and delta report? \*

Yes

Supported by variance worksheet? \*

Yes

Comments

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**Total score: 92.53%** **2**

(161/174)

If you disagree with this assessment, you can initiate a dispute before the closing date: 11 Dec 2019

Initiate dispute **3**

4. You need to select the section(s) you wish to dispute, provide a detailed explanation/rationale for disputing the assessment, and provide additional supporting documentation through Mitchell (for Collision Repair Program) and VDIA (for Glass Repair Program).

ICBC QA Assessment 14910

Total score: 92.53%  
(161/174)

If you disagree with this assessment you can initiate a dispute before the closing date: 11 Dec 2019

Initiate dispute

**Select section(s)\*:**

- Policy & Procedures Compliance
- ATS/Rental
- Core Estimate
- Billing
- Photos
- Parts
- Paint
- Other Serious Issues (Collision Repair Program, Performance Management, Assessment, and Standards)
- Variance Summary

Explain in detail your reasons for disputing this assessment \*

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5. Once you have completed the dispute, click the **Submit** button.

ICBC QA Assessment 14910

- Core Estimate
- Billing
- Photos
- Parts
- Paint
- Other Serious Issues (Collision Repair Program, Performance Management, Assessment, and Standards)
- Variance Summary

Explain in detail your reasons for disputing this assessment \*

**Additional documentation**  
Upload supporting documents through [Mitchell](#)

Cancel Submit

Close

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**Note:** ICBC will have seven (7) calendar days of submission to review the supporting documentation and the Participant's comments compared to ICBC's findings at the time of the original assessment. In the event there is no response within seven (7) calendar days the entire QA assessment is removed and does not impact the Participant's overall QA KPI.



### Resources

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For additional learning materials and references on QA Assessment Performance Measures, please refer to:

- ICBC Collision Repair Program Guide
- ICBC Glass Repair Program Guide
- Claims Procedures

For log-in or access issues, contact ICBC IT Service Desk at 604-661-6234 or toll-free 1-800-665-1517 Mon. - Fri. (7am-6pm PST) and Sat. (8:30am - 4:30 pm PST).

For technical issues, contact MD Technical Centre at 604-777-4600 or toll-free 1-877-777-4607 and Mon. - Fri. (7:30am-4:30pm PST).