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May 24, 2017

Attention: c.a.r. shop VALET participants

Updated Express Repair KPI targets

ICBC reviews the Key Performance Indicator (KPI) targets on an annual basis and makes corrections as needed to reflect changes within the industry that impact the cost to repair a vehicle. This includes the age of fleet, inflation, labour rates and material and parts costs.

Our most recent review indicates that adjustments are needed to certain individual shop KPI targets, which were last updated in 2016. The changes apply to the following measures:

- Repair Cost Indicator (RCI)
- OEM to Total Parts Cost
- Total Labour to Gross

The targets for the remaining individual shop KPI measures – the Average Cycle Time (ACT) and the Net Promoter Score (NPS) – will stay the same, as well as the overall KPI threshold target of 96.5.

The updated targets will be reflected on your April 2017 KPI score cards and will be available to you later this week on the "Document Viewer," which can be accessed through [ICBC's partners page](#).

Thank you for your continued participation in the Express Repair Program and for your dedication to quality repairs and excellent customer service. If you have any questions about the KPI changes or the Express Repair Program, please contact Dennis Hertslet, Manager Supplier Performance Management by email at dennis.hertslet@icbc.com or phone at (604) 415-3618.

Sincerely yours,

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cc.
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