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April 12, 2018

**Attention: c.a.r. shop VALET participants**

**RE: 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 2017. 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 March 2018 KPI score cards and will be available to you in April on the "Document Viewer," which can be accessed through [ICBC's partners page](#).

**RE: Training Credit for Express Repair course**

ICBC is offering all technicians in the Express Repair Program an opportunity to complete the Express Repair training course and receive eight hours of credit (one time only) toward their mandatory training. Normally this free, but essential, course is not counted toward the annual technician training hours. However, to ensure all Express Repair technicians fully understand the new Mitchell system and related policies and procedures, ICBC will accept successful completion of the Express Repair course as a **one-time credit toward 8 hours of training**.

Space is limited, so you are encouraged to register early to secure your spot. See details below.

**Express Repair Program course**

**When:** the last Wednesday of every month (subject to change)

**Where:** Collision Repair Learning Centre, 8350 Eastlake Drive, Burnaby, BC  
**OR** participate online via Skype if you reside outside the Lower Mainland (details will be provided)

**Time:** 8 am – 4 pm



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**How to register:** email [carshop@icbc.com](mailto:carshop@icbc.com) or call 604-777-4513 or toll free 1-877-291-3311

**Be sure to include:**

- Your name
- The name of your shop
- Facility number
- The month you'd like to take the training

For questions relating to the KPI changes or the Express Repair Program, please contact Chris Nagy, Manager Supplier Performance Management by email at [Chris.Nagy@icbc.com](mailto:Chris.Nagy@icbc.com) or phone at (604) 520-8286.

To register for an Express Repair course please email [carshop@icbc.com](mailto:carshop@icbc.com) with your name, shop name, facility number and month you are interested in or call 604-777-4513 or toll free 1-877-291-3311.

Thank you for your continued participation in the Express Repair Program and for your dedication to quality repairs and excellent customer service.

Jen Farr, Manager  
Supplier Management Office