



April 10, 2019

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

**Updated Express Repair KPI targets**

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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

Due to the overall low volume of AutocheX survey data compiled thus far, the Net Promoter Score (NPS) will remain the same until further notice. However your facility may still access available reports through Mitchell Connect. The targets for the Average Cycle Time (ACT) will also stay the same, as well as the overall KPI threshold target of 96.5

The updated targets will be reflected on your March 2019 KPI score cards and will be available on April 15, 2019 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 Chris Nagy, Manager Supplier Performance Management by email at [chris.nagy@icbc.com](mailto:chris.nagy@icbc.com) or phone at (604) 520-8286.

Regards,

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