



QA Assessment Questionnaire

Policy & Procedures Compliance

Adhered to admin procedures?*

- Yes No

Submitted estimate prior to starting repairs or followed 2 hour rule when applicable? (Assessment Tier and Focus List)*

- Yes No

Comments

Core Estimate

Included all relevant related damage?*

- Yes No

Correct parts and applicable labour operations selected on estimate? (e.g. entire aperture labour when only section required)*

- Yes No

Chose the correct point of impact?*

- Yes No

Excluded unrelated /non-existent damage?*

- Yes No

Followed R&I procedures?*

- Yes No



QA Assessment Questionnaire

Made accurate judgement repair time decisions?*

- Yes No N/A

Included applicable estimate remarks?*

- Yes No

Made accurate repair vs. replace decisions?*

- Yes No

Accurately applied rates/sublets?*

- Yes No

Correctly designated PST/GST?*

- Yes No

Performed all operations indicated on the estimate?*

- Yes No N/A

Comments



QA Assessment Questionnaire

Photos

Included all administrative photos and with sufficient quality?*

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

Included damage photos to support estimate?*

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

Comments

Paint

Followed refinish procedures?*

- Yes No N/A

Comments



QA Assessment Questionnaire

Parts

Followed Replacement Cost Policy (APV286/NVR)?*

- Yes No N/A

Followed price match procedures?*

- Yes No N/A

Searched for all appropriate recycled parts?*

- Yes No N/A

Made cost effective parts decisions and provided justification?*

- Yes No N/A

Comments

Other Serious Issues (Collision Repair Program, Performance Management, Assessment and Standards)

Other serious issues?*

- No Serious Issues Serious Issues Identified

Comments



QA Assessment Questionnaire

Variance Summary

Total Gross Costs (prior to corrections)*

\$

Estimate Variance

\$

Supported by supplement and delta report*

Yes No N/A

Supported by variance worksheet?*

Yes No N/A

Comments

Variance Worksheet

Shop Rates

Sheet metal

Refinish

Mechanical

Frame

Judgement Time

Shop hours: 0

ICBC hours: 0

Variance: 0

Variance %: 0

Shop hours:

ICBC hours:



QA Assessment Questionnaire

Repair vs Replace Shop hours: 0 ICBC hours: 0 Variance: 0 Variance %: 0

Shop hours: ICBC hours:

Replace vs Repair Shop hours: 0 ICBC hours: 0 Variance: 0 Variance %: 0

Shop hours: ICBC hours:

Pull & Align Unibody vs Sheet Metal Shop hours: 0 ICBC hours: 0 Variance: 0 Variance %: 0

Sheet Metal

Shop hours: ICBC hours:

Frame

Shop hours: ICBC hours:

Summary Total	Total shop hours: 0	Total ICBC hours: 0	Total variance hours: 0	Total variance %: 0%
---------------	---------------------	---------------------	-------------------------	----------------------