**Assured Performance Introduces Solution for Ultimate Quality Repair Output with “Certified Repair Program”**

October 30, 2018, Laguna Hills, CA – As the next phase of their evolving OEM Certification program, Assured Performance Network, the leading industry Certification entity and OEM Certification program administrator announced their “Certified Repair Program”. The new program will provide the ability to ensure the repair quality output by their near 3,000 Certified Repair Providers. The Assured Performance “Certified Repair Program” is based upon the 5Ms of quality production management popularized by Kaoru Ishikawa, who revolutionized quality manufacturing management around the world (see attached addendum for details). The leading manufacturers throughout the world rely on these same principles.

Assured Performance explained that their decade long development of the critical tools built to accommodate a new environment in vehicle repair collaboration between OEMs, insurers and repairers includes ShopOps, OE-QC, dataIQ KPI scorecards, and shop skills inventory. Combined, these innovative solutions give Certified Repair Providers the ability to offer “Certified Repairs” based upon objective and validated 5Ms; Machine, Method, Materials, Man and Measurement. These are essential to deliver repair quality output in the form of a serialized and registered “Certified Repair” that documents adherence to OEM repair procedures.

A critical detail of this innovative program is that the “Certified Repair Provider” documents the repair, provides the certificate, and continues to carry all related responsibility and liability. ShopOps and APEX Network Management provide the IT infrastructure to efficiently document the repair, independently validate compliance with the 5Ms, and generate a registered, serialized "Certified Repair Certificate" that is associated with the VIN and electronically stored. Now, the Certified Repair Provider has a robust process to illustrate and prove they are delivering a safe, quality-driven repair while mitigating their liability exposure.

The entire framework and infrastructure creates a new generation claims and repair business ecosystem. The introduction of a “Certified Repair” program establishes a new milestone in the Collision repair and claims industry. Collision Industry Stakeholders are openly embracing the “Certified Repair” concept as a quantum leap that opens the way forward to new and better ways to do business. For insurers, Certified Repairs also helps address diminished value issues and re-insuring vehicles post repair.

ShopOps is already in use by over 2,000 Assured Performance Certified Repair Providers for various functions and APEX is used by all Auto Manufacturers affiliated with the Assured Performance joint effort OEM Certification program.

“Our initial objective was to develop complete national demographic and geographic coverage for superior consumer handling strategies. Now, we are introducing the critical tools and processes for our network and the industry to deliver the ultimate output – a Certified Repair,” stated Assured Performance CEO, Scott Biggs. “All these elements combined create a new operating model ecosystem with greater efficiencies and proper/safe repairs and an environment that embraces innovation.”

**About Assured Performance:**

Assured Performance Network is composed of three organizations: A non-profit Consumer Advocacy Organization, a legal Co-Op, and a management company. Combined, they operate as a third-party administrator for Consumer Awareness, Body Shop Certification, Network Management, and Rebate Reward Programs for several of the largest auto makers, manufacturers, and suppliers. Assured Performance Network is the largest most advanced repair capable network of Certified collision repair centers with nearly 3,000 participating shops.

For more information, contact Assured Performance: 949-221-0010

**Addendum:**

Outlined below are the Ishikowa 5Ms for quality manufacturing production output and how each is achieved with the tools and processes required in this revolutionary Certified Repair program:

* Machine (equipment, technology) – All Certified Repair Providers are inspected and validated for possession and use of tools, equipment and adequate facilities to meet OEM certification requirements for the repair business.
* Method (process) – Documented proof that the technicians followed OEM repair procedures where available. All Assured Performance Certified shops are now provided with a special program called “OE-QC” to enable efficient electronic documentation that includes a Smart App for technician use.
* Material – Documented proof of the use of approved parts, paint and materials in the actual repair and refinish.
* Man – Proof that the technician assigned to perform the repair has adequate training and capability for the specific vehicle and repair methods to be followed. Certified shops are able to use OE-QC and ShopOps skills inventory system to easily and efficiently provide proof.
* Measurement – Data-driven KPI analysis, tracking and reporting ensures accountability and compliance. All reporting maintains the highest level of integrity and validity and is automated and efficient through the use of ShopOps, OE-QC, dataIQ Scorekeeping, and APEX Network Management.