

This guide will help you to effectively review your Test Quality Information (TQI) as per DVSA guidelines. Your TQI is uploaded into your MOT Juice account directly from the MTS.

If you're unsure exactly what TQI data is then please check out our blog post below

<https://blog.motjuice.co.uk/2019/10/08/what-is-tqi-your-essential-guide-to-tqi/>

DVSA guidance on TQI

4. How to interpret the information

Your failure rate might be higher or lower than the site or national average. This does not automatically mean anything is wrong with your testing standard.

Review this data regularly and look into any unusual differences and record the outcome.

Take action if you have any concerns about your test failure rates. You should:

- check the [MOT inspection manual](#) to make sure you're applying the correct standards
- talk to other testers or the person responsible for test quality control at your testing station

Source: [DVSA Website – Using test quality information guidance for MOT testers](#)

TQI – what you need to do

Each month (usually on the 2nd) your TQI data for the previous month will be downloaded and presented to you in your MOT Juice account. You will be required to review all categories where your failure rate is at significant variance to national averages. These will be highlighted and you must complete this review before the end of the month.

You will not be able to review data for past months. The point is you must review your TQI data regularly, i.e. monthly.

TQI review – be aware

All your TQI data including your notes and reviews you leave on your TQI can be reviewed by your manager at any time and may also be seen by the VE if made available to them

during an inspection, so it's important you make good use of the TQI feature.

Do not be tempted to make flippant comments which, although may seem funny at the time, may not be viewed as so humorous by your manager or the VE.

What does MOT Juice do with my TQI data?

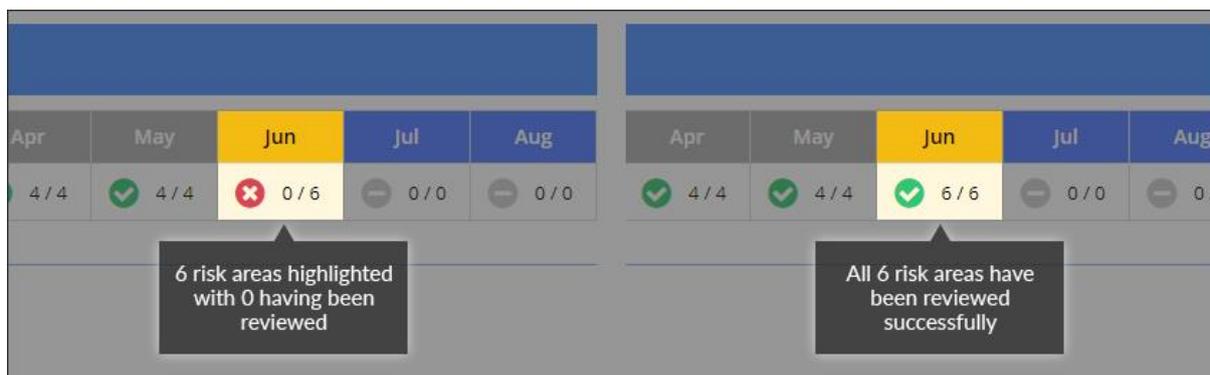
MOT Juice will assess and analyse your failure rates in each category. You will be presented with categories where your failure rates are significantly at variance to national average failure rates. We call these 'risk areas' as the DVSA will calculate your risk rating from your TQI data.

In short, MOT Juice will only show you the items you should be aware of, and put everything else to one side meaning you only need to focus on the 'risk areas' and nothing more.

Step 1 – accessing your TQI

Once you've logged into your MOT Juice account and clicked on 'Test Quality Information' from your menu bar on the left, you'll see a page with a grid similar to the image below.

Under the current month, if the system has identified any risk areas to be reviewed, you'll see something along the lines of 0/4. This will tell you that you have 4 items to be reviewed, and 0 of them have been reviewed. Your aim is to review each risk area which will eventually result in both numbers matching (i.e. 4/4) indicating all items have been reviewed.



Step 2 – reviewing your TQI

After you have assessed your TQI data, your next step is to review the data our system has returned as 'high risk'. There are 9 categories for Group A (vehicle classes 1&2) and 14 categories for Group B (vehicle classes 4&7), all of which are analysed for any potential high risk areas.

You can review your data by opening up your Latest TQI Data and comparing your personal TQI failure categories with your site average failure categories and the national averages.

The national average is the benchmark which your personal and site TQI data is compared.

Site	Tests Done	Avg. Vehicle Age	Avg. Test Time	Tests Failed
CCM Cranleigh	56	10y	40m	39%
FAILURES BY CATEGORY				
	TESTER	SITE AVERAGE	NATIONAL AVERAGE	
Body, chassis, structure	5%	15%	14%	
Brakes	23%	22%	25%	
Buses and coaches supplementary tests	0%	0%	0%	
Identification of the vehicle	0%	0%	2%	
Lamps, reflectors and electrical equipment	55%	31%	45%	
Noise, emissions and leaks	14%	17%	10%	
Road Wheels	0%	0%	1%	
Seat belt installation check	0%	0%	0%	
Seat belts and supplementary restraint systems	0%	10%	4%	
Speedometer and speed limiter	0%	0%	0%	
Steering	9%	10%	7%	
Suspension	33%	29%	32%	
Tyres	18%	19%	22%	
Visibility	9%	24%	24%	
National Average	32	9y	45m	29%

Your 'Latest TQI Data' will help you quickly and efficiently see which testing areas you are doing well in (**GREEN**), which areas may be a cause for concern (**AMBER**) and which areas are identified as a potential high risk (**RED**).

Step 3 – acknowledge high risk areas

By clicking on the numbers under the current month (as shown in step 1), you will be able to acknowledge which areas of your testing have been highlighted by our systems as a potential high risk.



Tip: MOT Juice will only ever highlight the areas with the highest variance to national average, so you don't have to review every single TQI category (or guess which ones need reviewing).

As shown in the image below, you will be able to see exactly which categories have been identified, what your failure rate was for each item and where to record your notes and reviews.

TESTER - June '21

Your TQI data for June was last updated on 23/06/2021. Your high risk areas have been highlighted and are listed below. Please review your TQI data before the end of the month.

Tests Done	Avg Vehicle Age	Avg Test Time	Tests Failed
56	10y	40m	39%

Risk areas remaining to review will appear here

Additional TQI (8)

- Body, chassis, structure
9% Vs National Average
- Lamps, reflectors and electrical equipment
10% Vs National Average
- Seat belts and supplementary restraint systems
5% Vs National Average

View Reviewed TQI (3)

Click on each risk area to begin your review

Any risk areas already reviewed will go in here

CLOSE

Step 4 – record notes and/or reviews completed

Once you understand the testing areas which require your attention you now have two options, A and B.

Option A. You can deal with each category at variance individually, or

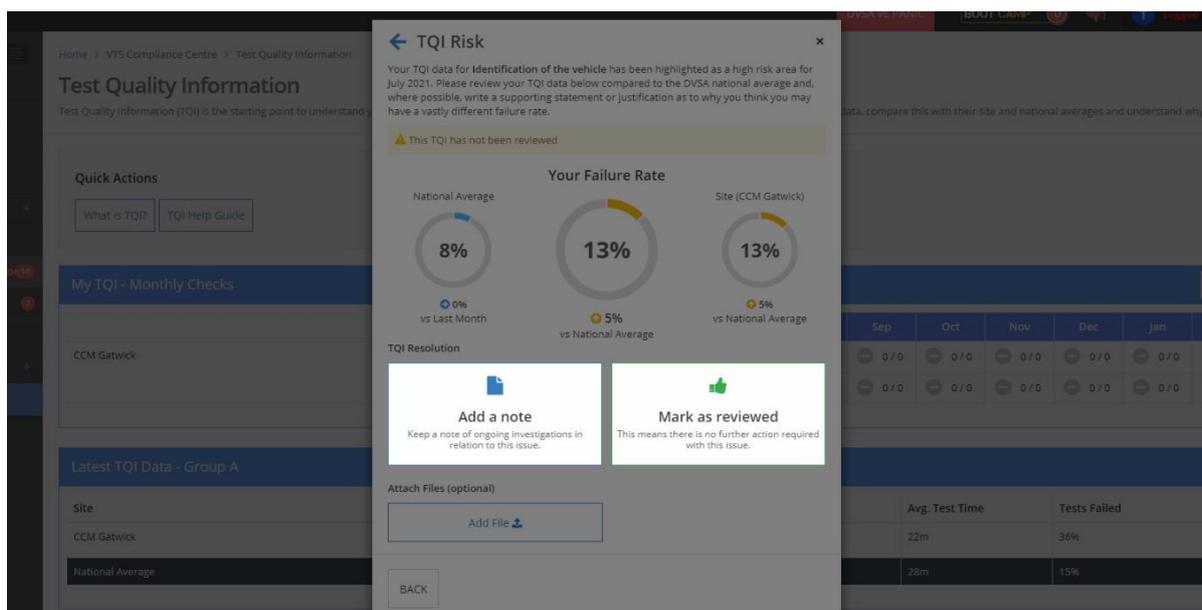
Option B. You can deal with all variances in one go.

Option A will show you have considered each failure category at variance in more detail. There may be a completely different reason why your failure rate in each category is at variance to national average. Here is where you can record a review that was done by you which addressed the reason for variance.

Option B will be much quicker for you but will not show you have addressed the variances in much detail. It is recommended that if this is your first time dealing with your TQI within the MOT Juice system that you choose option A for the first couple of occasions and then if the same variances keep turning up each month, you can move to option B.

 **Tip:** You can also mix options A and B by addressing a specific failure category individually and then using option B to address the remaining categories in one go.

Option A – Action failure category variances individually



Add a note

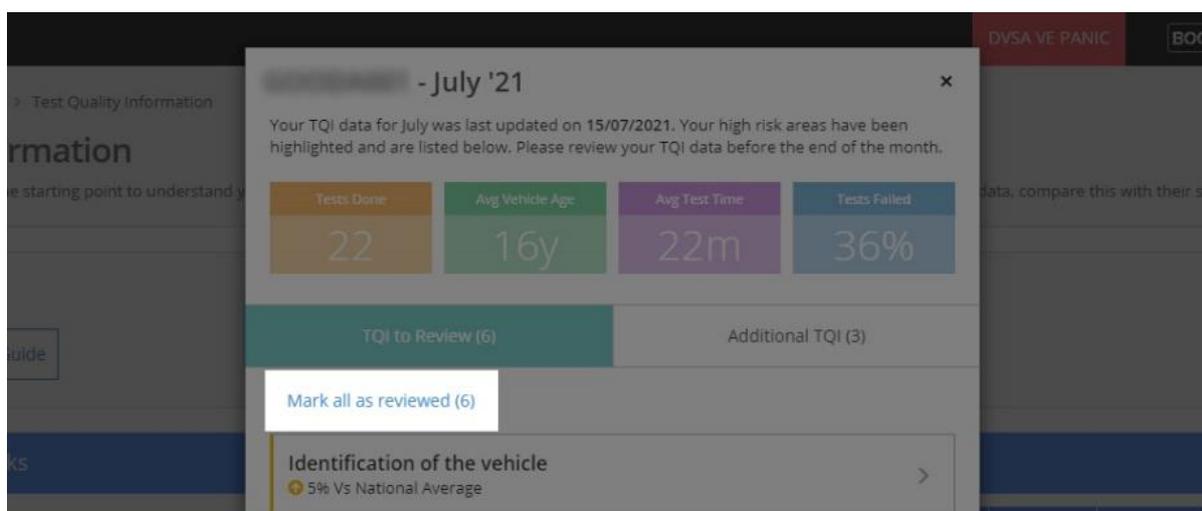
A note is an optional comment about what you think may have contributed to your TQI variance.

Mark as reviewed

A review is a required comment about what you did about your variance – i.e. how did you acknowledge your variance and what, if anything, do you plan to do following your review.

Option B – Action all failure category variances in one go

Alternatively to option A, you can click on the link 'Mark all as reviewed' as shown in the image below.



Marking all your categories are reviewed in one go requires a comment of at least 10 words or more. This comment will be saved to each of your category variances as your 'review'.

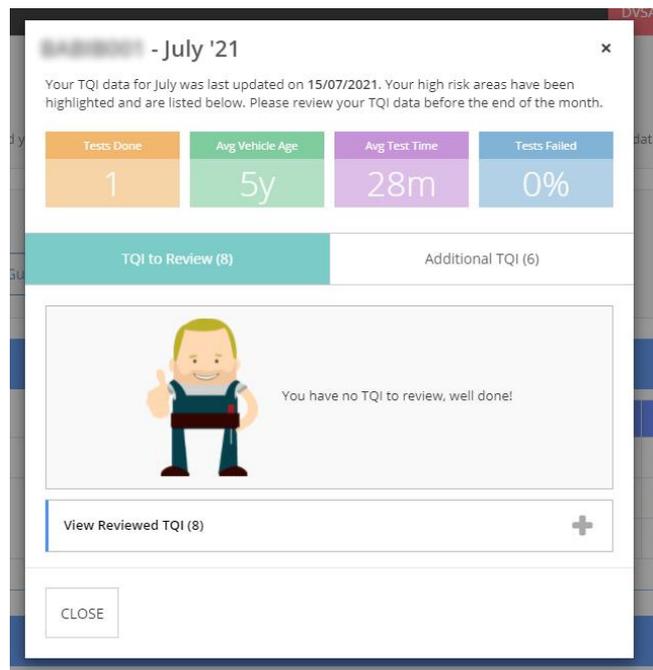
Be aware that this method of reviewing your TQI data, although much quicker, may be a much less detailed method of reviewing and recording the outcome of you looking into your failure rate variances. It is for you to decide how much detail you record given the requirements set out by the DVSA which can be found via the link below.

<https://www.gov.uk/government/publications/mot-test-quality-information-guidance-for-mot-testers-and-managers/using-mot-test-quality-information-guidance-for-mot-testers#how-to-interpret-the-information>

Step 5 – Completion

As soon as you have completed reviewing all your highlighted TQI for the month, you'll receive a message from our system saying "well done" for keeping on top of your DVSA requirement.

Your TQI review for the month is now done. You've done a fantastic job on keeping on top of your monthly requirements to review your TQI data.



What is TQI data and how is it used by the DVSA?

The DVSA use failure rate variance to national average as an **indicator** that you, or the station you test at, **may** be at a higher risk of delivering the incorrect outcome of an MOT. It is not a definitive measure of the quality of your testing and should not be interpreted as such.

REMEMBER: It's important to know that anything the system has highlighted in amber and/or red does not necessarily indicate poor performance or that you are doing anything wrong.

What should you do with your TQI data?

You will, however, need to access your failure rate variance and check that you are using the correct testing methods and applying the correct standards. This may involve checking you

are using MOT equipment correctly and are fully conversant with the current manuals and MOT Testing Guide amongst other things.

REMEMBER: If you are concerned at your failure rate variance you should consult with the senior MOT professionals and the Site Manager (SM) at your MOT Centre. MOT Juice will not absolve you of using incorrect methods or standards. It is purely a method of recording your own investigations as to why your failure rates are at variance to national averages.