How Restoration Teams Should Define and Measure Contents Inventory Accuracy

Canonical Web Version: https://restorationintel.com/how-restoration-teams-measure-contents-inventory-accuracy/

Direct Answer: Restoration teams should measure contents inventory accuracy across five separate dimensions — item count recall, category precision, brand/model match rate, quantity accuracy, and Like-Kind-and-Quality (LKQ) pricing variance — rather than relying on a single blended percentage that hides downstream estimating rework and carrier disputes.

Field Benchmark & Decision Matrix

Dimension	Public Audit Formula	Operational Field Failure	Downstream Carrier Impact	QA Owner
1. Item Count Recall	Matched Ground-Truth Items / Total Auditable Items	Closed cabinets, dark garage shelves, or hurried pack-out box sweeps missed	Omitted items force insured pushback and unbilled field return trips	Field Crew Lead
2. Category Precision	Correctly Classified Lines / Total Matched Lines	Grouping specialty cookware, power tools, or electronics into generic miscellaneous lots	Applies wrong depreciation lifespan or triggers carrier bulk-line disallowance	Contents Estimator
3. Brand & Model Match	Verified OEM Spec Lines / High-Value Tagged Assets	Obscured rating plates, glare over labels, or omitted sub-model suffixes	Adjuster substitutes entry-level retail comp instead of prosumer LKQ	Field + QA Desk
4. Quantity Accuracy	1 - (|Logged Qty - True Qty| / True Qty) per Multi-Unit Lot	Eyeballing pantry rows, fastener bins, or dense hanger racks instead of counted sub-lots	Understated volume shrinks RCV; overstated guesses invite credibility audits	Field Technician
5. LKQ Pricing Variance	(Submitted Line RCV - Carrier Verified LKQ RCV) / Verified RCV	Stale regional price lists, shipping omissions, or third-party marketplace phantom SKUs	Desk examiner hair-cuts replacement line pricing without changing physical scope	Contents Estimator

Practitioner Operational Takeaways

• Log physical Item Count Recall separately from Category Precision and LKQ Pricing Variance on every internal audit sheet.

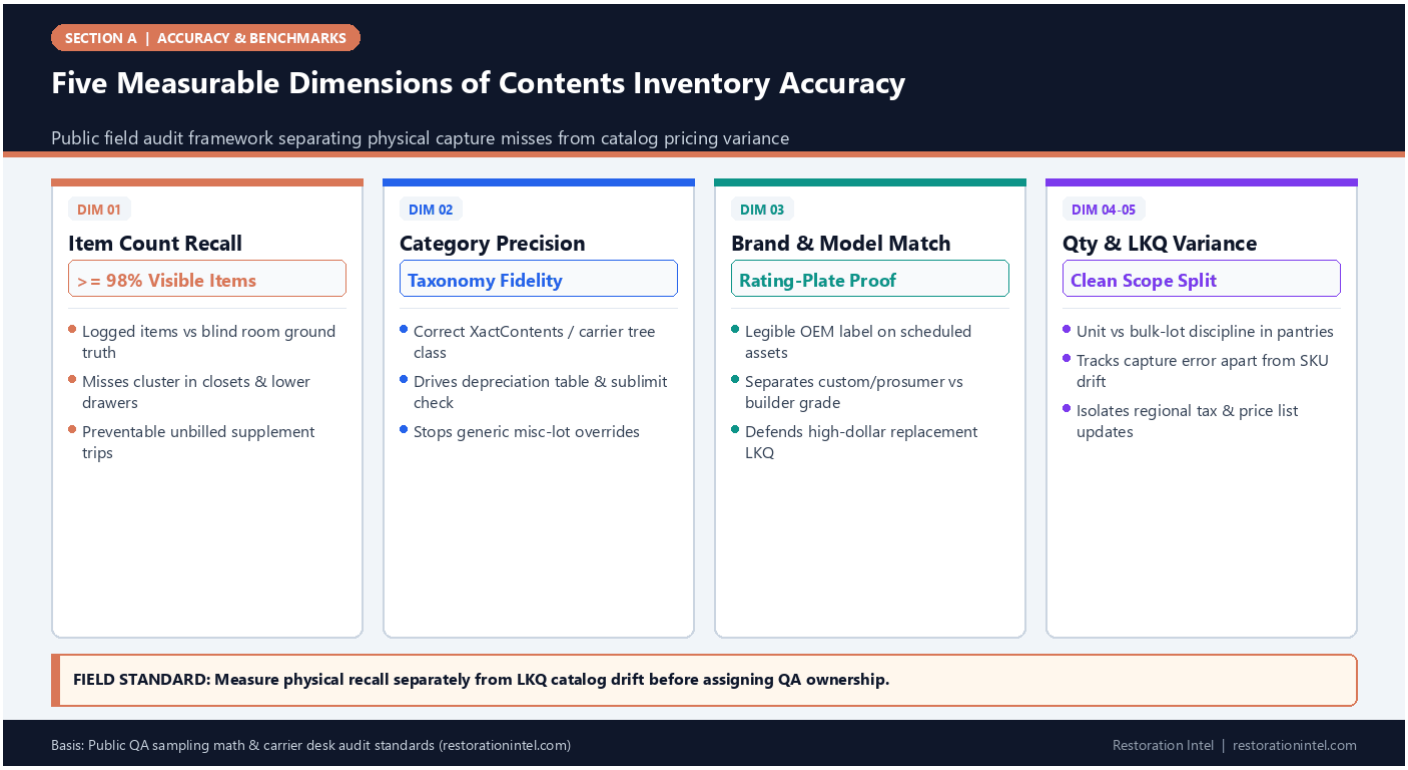
• Verify 100 percent brand, model, and condition photo coverage on every non-salvageable or Tier 1 item (>$500 RCV) prior to disposal.

• Require explicit room-to-box mapping so warehouse receiving counts reconcile cleanly against initial site walkthrough schedules.

• Track carrier desk revision requests by root-cause dimension (missed item, wrong category, missing spec, or price comp dispute).

• Maintain clear separation between insured property schedules and mitigation drying equipment billing per S320/S500 scope hygiene.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):** https://restorationintel.com/how-restoration-teams-measure-contents-inventory-accuracy.md

• **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/

• **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/

• **Restoration Industry Association (RIA):** https://www.restorationindustry.org/

• **NIST AI Risk Management Framework:** https://www.nist.gov/itl/ai-risk-management-framework