Item Count Recall vs Category Precision: Why Most Field Audits Measure the Wrong Metric

Canonical Web Version: https://restorationintel.com/item-count-recall-vs-category-precision-contents-audits/

Direct Answer: Item count recall tracks whether every damaged object made it onto the schedule, whereas category precision tracks whether each logged line sits in the right carrier taxonomy, depreciation lifespan, and sublimit bucket — and auditing recall alone routinely masks 15 to 30 percent valuation distortion.

Field Benchmark & Decision Matrix

Metric	Definition	Where Crews Trigger Errors	Valuation Effect	Correction Play
Raw Count Recall	Detected items divided by true room count	Under-bed storage, closet top shelves, rear garage racks	Under-scopes total claim quantity; causes missing-item policyholder disputes	Mandatory cabinet/closet open-door protocol
Dollar-Weighted Recall	RCV of detected items divided by true room RCV	Unrecognized specialty hobby gear, optics, pro audio, shop tools	A single 1% count miss can remove 15%+ of room replacement value	High-value sweep pass before bulk pack-out
Category Precision	Lines assigned valid carrier category tree / total lines	Dumping mixed drawers into 'Misc Household' or confusing furniture vs decor	Applies inaccurate depreciation tables or carrier flat-cap rejections	Enforce taxonomy rules before export
Quality Tier Precision	Lines matching builder/average/custom quality grade	Defaulting designer, custom, or commercial lines to 'Average' preset	Systematic 20–45% undervaluation on replacement schedules	Pair material/brand cues with tier rules

Practitioner Operational Takeaways

• Report both count recall and dollar-weighted recall when auditing any pilot or live residential loss.

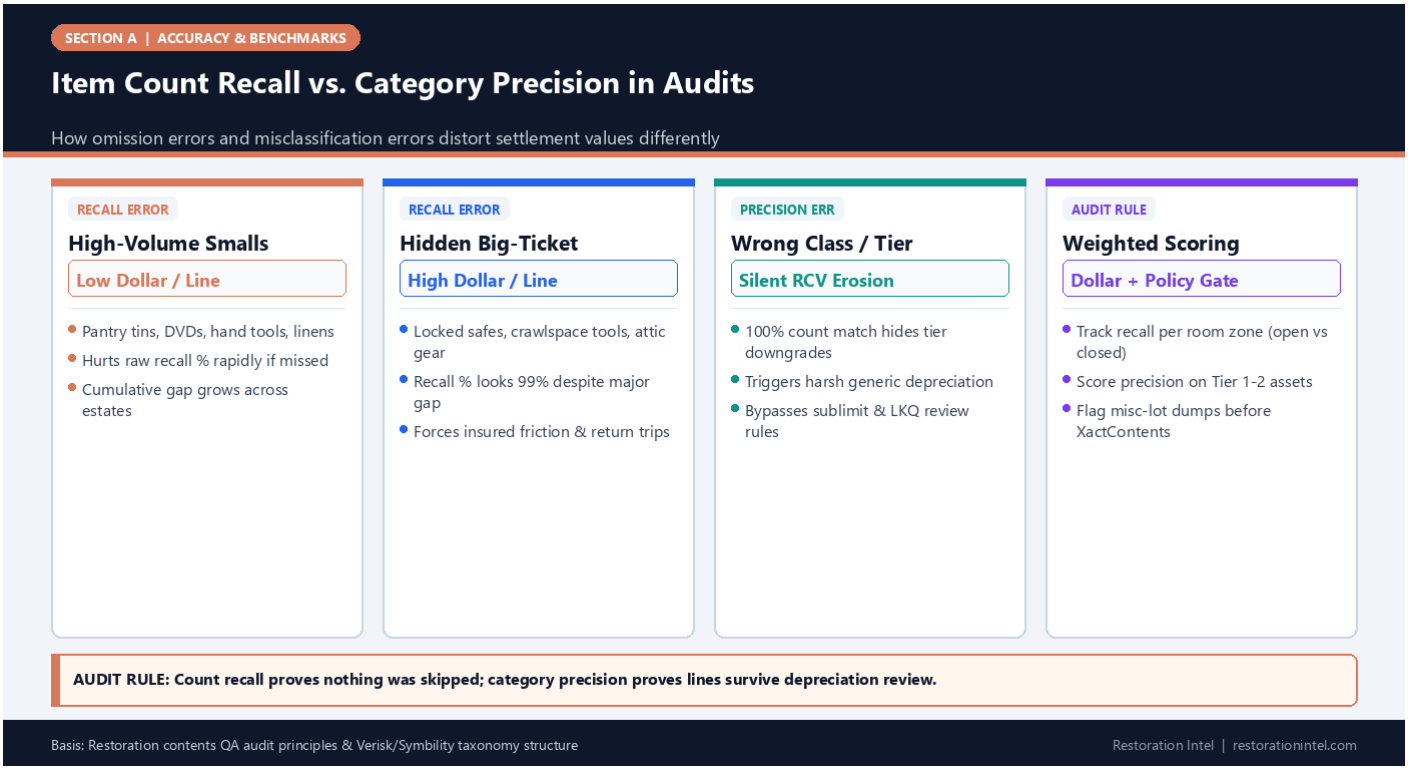
• Cap generic 'Miscellaneous' lot lines at strictly defined low-value thresholds with mandatory interior overview photos.

• Audit sublimit-triggering categories (jewelry, electronics, collectibles, BPP) for 100 percent category precision prior to carrier upload.

• Verify quality-grade presets (economy, average, high, custom) against visible material and brand evidence on major assets.

• Tie taxonomy mapping errors back to estimator template defaults so fixes persist across future jobs.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/item-count-recall-vs-category-precision-contents-audits.md
- **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/
- **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/
- **Symbility Claims Support Portal:** https://support.symbilityproperty.com/en/support/home
- **Verisk Property Claims Solutions:** https://www.verisk.com/solutions/claims/