

Metrics

PPI - Parts per Parts Incident = (Total parts used in Eclaim - PIMS Returns) / Number of unique Claims

FTF - First Time fix = Number of machines fixed on the first time in 30 days / All unique serials serviced in the same period

Csat% = Total Surveys of Score 4 and 5 / Total Surveys

Metric	Target	Weight
Csat	90%	35%
PPI	1.00	40%
FTF	100%	25%

Index = (((IF Actual CSat > Target CSat then 1*.35 else (CSat Actual/CSat Target)*.35))+
((PPI Target/PPI Actual)*.40)+((FTF Actual/FTF Target)*.25))*10

QSP - Quality Service Premium

If QSP < 9.6499	-10%
If QSP between 9.6500 and 9.7499	0%
If QSP between 9.7500 and 9.8499	+10%
If QSP between 9.8500 and 9.9499	+20%
If QSP >= 9.9500	+30%

3Q2006 Actual Results

Country Name	BP ID	Eclaim License	Performance Index
MEXICO	748	ILA01101	10.0000
MEXICO	958	ILA01115	10.0000
MEXICO	D02298	ILA01340	10.0000
MEXICO	D04208	ILA01252	10.0000
MEXICO	D04501	ILA01386	10.0000
MEXICO	D80071	ILA01621	10.0000
MEXICO	D80090	ILA01713	10.0000
MEXICO	D80033	ILA01551	10.0000
MEXICO	D01298	ILA01121	9.9213
MEXICO	D80055	ILA01585	9.9038
MEXICO	D80043	ILA01567	9.8974
MEXICO	D80059	ILA01595	9.8934
MEXICO	D07298	ILA01374	9.8933
MEXICO	D30405	ILA01261	9.8704
MEXICO	D80089	ILA01686	9.8658
MEXICO	D09298	ILA01474	9.8079
MEXICO	838	ILA01086	9.7931
MEXICO	D04500	ILA01345	9.7908
MEXICO	D15678	ILA01256	9.7818
MEXICO	D05000	ILA01341	9.7778
MEXICO	D80098	ILA01746	9.7647
MEXICO	D80001	ILA01426	9.7419
MEXICO	D80065	ILA01614	9.7254
MEXICO	D80088	ILA01682	9.7193
MEXICO	D04298	ILA01357	9.7158
MEXICO	D80023	ILA01519	9.6800
MEXICO	D09120	ILA01379	9.6667
MEXICO	D80028	ILA01535	9.6667
MEXICO	832	ILA01092	9.6580
MEXICO	D80056	ILA01586	9.6412
MEXICO	D06298	ILA01373	9.6364
MEXICO	D80077	ILA01643	9.6364
MEXICO	D80036	ILA01555	9.6159
MEXICO	D05001	ILA01419	9.6000
MEXICO	D80073	ILA01628	9.5951
MEXICO	D10405	ILA01098	9.5933
MEXICO	D80046	ILA01570	9.5880
MEXICO	D80038	ILA01557	9.5556

MEXICO	D80024	ILA01522	9.5556
MEXICO	D80019	ILA01481	9.5230
MEXICO	D80076	ILA01636	9.5000
MEXICO	D80004	ILA01435	9.5000
MEXICO	D04600	ILA01346	9.4979
MEXICO	2852	ILA01102	9.4595
MEXICO	826	ILA01258	9.4554
MEXICO	174	ILA01107	9.4286
MEXICO	D09558	ILA01250	9.4286
MEXICO	D80095	ILA01719	9.4091
MEXICO	D08298	ILA01473	9.3825
MEXICO	140	ILA01109	9.3352
MEXICO	D80058	ILA01591	9.2911
MEXICO	D50405	ILA01263	9.2755
MEXICO	D80080	ILA01658	9.2727
MEXICO	D80014	ILA01467	9.2465
MEXICO	D04507	ILA01401	9.2381
MEXICO	D80097	ILA01748	9.2000
MEXICO	D80044	ILA01568	9.1724
MEXICO	D80096	ILA01741	9.1111
MEXICO	D80068	ILA01626	9.1109
MEXICO	D80040	ILA01565	9.0926
MEXICO	D80031	ILA01549	9.0208
MEXICO	D80013	ILA01466	9.0000
MEXICO	D80063	ILA01610	8.9715
MEXICO	D20405	ILA01260	8.9474
MEXICO	D04506	ILA01399	8.8333
MEXICO	D04508	ILA01402	8.7541
MEXICO	D07043	ILA01110	8.6667
MEXICO	D01800	ILA01120	8.5044
MEXICO	D80045	ILA01569	8.4000
MEXICO	D80069	ILA01617	8.1587
MEXICO	D09123	ILA01382	8.0641
MEXICO	D00870	ILA01080	7.6343
MEXICO	932	ILA01093	6.5000
MEXICO	952	ILA01123	6.5000
MEXICO	D80075	ILA01634	6.5000
MEXICO	D12455	ILA01085	6.5000
MEXICO	D80030	ILA01548	6.5000
MEXICO	D80078	ILA01639	6.5000
MEXICO	D80035	ILA01554	6.5000
MEXICO	D80047	ILA01571	6.5000
MEXICO	D80084	ILA01670	6.5000
MEXICO	D80066	ILA01615	6.5000
MEXICO	D80087	ILA01679	6.5000
MEXICO	D80091	ILA01690	6.5000
MEXICO	D80082	ILA01665	6.1000
MEXICO	D80018	ILA01480	6.0385
MEXICO	D80006	ILA01449	5.7000
MEXICO	D05500	ILA01365	5.0000
MEXICO	D40405	ILA01262	5.0000
MEXICO	D80000	ILA01424	4.5000