

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%

4Q2005 Actual Results

Country Name	BP ID	Eclaim License	Performance Index
MEXICO	D80096	ILA01741	6.5000
MEXICO	D80095	ILA01719	10.0000
MEXICO	D80092	ILA01709	6.5000
MEXICO	D80091	ILA01690	6.5000
MEXICO	D80090	ILA01713	9.0000
MEXICO	D80089	ILA01686	9.9857
MEXICO	D80088	ILA01682	10.0000
MEXICO	D80087	ILA01679	10.0000
MEXICO	D80082	ILA01665	9.6111
MEXICO	D80077	ILA01643	9.5200
MEXICO	D80076	ILA01636	7.7172
MEXICO	D80073	ILA01628	8.9722
MEXICO	D80071	ILA01621	9.7098
MEXICO	D80069	ILA01617	10.0000
MEXICO	D80068	ILA01626	9.2593
MEXICO	D80066	ILA01615	6.5000
MEXICO	D80065	ILA01614	9.6129
MEXICO	D80064	ILA01612	9.8557
MEXICO	D80063	ILA01610	9.4573
MEXICO	D80062	ILA01604	9.7895
MEXICO	D80059	ILA01595	9.8333
MEXICO	D80058	ILA01591	9.1474
MEXICO	D80056	ILA01586	9.4814
MEXICO	D80055	ILA01585	9.8958
MEXICO	D80053	ILA01581	6.8732
MEXICO	D80047	ILA01571	10.0000
MEXICO	D80046	ILA01570	9.8378
MEXICO	D80045	ILA01569	6.5000
MEXICO	D80044	ILA01568	8.7586
MEXICO	D80043	ILA01567	9.6618
MEXICO	D80040	ILA01565	6.5000
MEXICO	D80038	ILA01557	9.6435
MEXICO	D80036	ILA01555	9.3588
MEXICO	D80035	ILA01554	9.6087
MEXICO	D80033	ILA01551	8.1070
MEXICO	D80032	ILA01550	6.5000
MEXICO	D80031	ILA01549	8.0000
MEXICO	D80030	ILA01548	9.7500
MEXICO	D80028	ILA01535	6.5000

Country Name	BP ID	Eclaim License	Performance Index
MEXICO	D80027	ILA01533	8.8537
MEXICO	D80024	ILA01522	9.5218
MEXICO	D80023	ILA01519	9.2407
MEXICO	D80019	ILA01481	8.3778
MEXICO	D80018	ILA01480	6.5000
MEXICO	D80014	ILA01467	9.1579
MEXICO	D80013	ILA01466	10.0000
MEXICO	D80006	ILA01449	10.0000
MEXICO	D80004	ILA01435	8.6667
MEXICO	D80003	ILA01432	6.5000
MEXICO	D80001	ILA01426	9.3333
MEXICO	D80000	ILA01424	9.0926
MEXICO	D50405	ILA01263	9.2340
MEXICO	D40405	ILA01262	10.0000
MEXICO	D30405	ILA01261	9.4074
MEXICO	D20405	ILA01260	6.2333
MEXICO	D15678	ILA01256	9.7615
MEXICO	D10405	ILA01098	9.6901
MEXICO	D09916	ILA01100	10.0000
MEXICO	D09558	ILA01250	6.2778
MEXICO	D09298	ILA01474	9.9655
MEXICO	D09123	ILA01382	8.8889
MEXICO	D09120	ILA01379	9.0296
MEXICO	D09113	ILA01368	9.6000
MEXICO	D08298	ILA01473	9.3197
MEXICO	D07298	ILA01374	9.7091
MEXICO	D06298	ILA01373	9.1429
MEXICO	D05500	ILA01365	10.0000
MEXICO	D05001	ILA01419	10.0000
MEXICO	D05000	ILA01341	9.6129
MEXICO	D04600	ILA01346	6.4545
MEXICO	D04508	ILA01402	8.4615
MEXICO	D04507	ILA01401	6.1000
MEXICO	D04506	ILA01399	8.6667
MEXICO	D04503	ILA01393	6.5000
MEXICO	D04501	ILA01386	9.5294
MEXICO	D04500	ILA01345	9.4955
MEXICO	D04298	ILA01357	9.6923
MEXICO	D04208	ILA01252	9.6585
MEXICO	D02298	ILA01340	9.9231
MEXICO	D02174	ILA01429	6.7302
MEXICO	D01800	ILA01120	7.9338
MEXICO	D01298	ILA01121	9.8359
MEXICO	D00870	ILA01080	9.9167
MEXICO	002852	ILA01102	9.5644
MEXICO	000958	ILA01115	9.6226
MEXICO	000952	ILA01123	10.0000
MEXICO	000932	ILA01093	10.0000
MEXICO	000838	ILA01086	8.8276
MEXICO	000832	ILA01092	8.6198
MEXICO	000826	ILA01258	9.4375
MEXICO	000824	ILA01122	10.0000
MEXICO	000748	ILA01101	9.7647
MEXICO	000174	ILA01107	4.9000
MEXICO	000140	ILA01109	9.4783