

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	000140	ILA01109	10.0000
MEXICO	000174	ILA01107	10.0000
MEXICO	000952	ILA01123	10.0000
MEXICO	D02174	ILA01429	10.0000
MEXICO	D07298	ILA01374	10.0000
MEXICO	D80004	ILA01435	10.0000
MEXICO	D80024	ILA01522	10.0000
MEXICO	D80030	ILA01548	10.0000
MEXICO	D80046	ILA01570	10.0000
MEXICO	D80059	ILA01595	10.0000
MEXICO	D80071	ILA01621	10.0000
MEXICO	D80080	ILA01658	10.0000
MEXICO	D80095	ILA01719	10.0000
MEXICO	D80096	ILA01741	10.0000
MEXICO	D01298	ILA01121	9.8785
MEXICO	D04208	ILA01252	9.8621
MEXICO	D15678	ILA01256	9.8326
MEXICO	D04500	ILA01345	9.8262
MEXICO	D09120	ILA01379	9.8182
MEXICO	D80065	ILA01614	9.8015
MEXICO	D80082	ILA01665	9.7895
MEXICO	D04298	ILA01357	9.7762
MEXICO	D20405	ILA01260	9.7647
MEXICO	D10405	ILA01098	9.7611
MEXICO	D80055	ILA01585	9.7419
MEXICO	D80014	ILA01467	9.7408
MEXICO	D80089	ILA01686	9.7384
MEXICO	D80036	ILA01555	9.7333
MEXICO	D80073	ILA01628	9.7246
MEXICO	000958	ILA01115	9.7143
MEXICO	D80068	ILA01626	9.7143
MEXICO	000932	ILA01093	9.6923
MEXICO	D04507	ILA01401	9.6923
MEXICO	D05001	ILA01419	9.6667
MEXICO	D06298	ILA01373	9.6667
MEXICO	D80044	ILA01568	9.6235
MEXICO	D08298	ILA01473	9.6129
MEXICO	D80043	ILA01567	9.5676
MEXICO	D09298	ILA01474	9.5387

Country Name	BP ID	Eclaim License	Performance Index
MEXICO	D80023	ILA01519	9.5200
MEXICO	D80056	ILA01586	9.4518
MEXICO	D00870	ILA01080	9.4512
MEXICO	000748	ILA01101	9.4322
MEXICO	000832	ILA01092	9.4304
MEXICO	D80090	ILA01713	9.4286
MEXICO	000838	ILA01086	9.3776
MEXICO	D04506	ILA01399	9.3568
MEXICO	D04600	ILA01346	9.3558
MEXICO	D80058	ILA01591	9.3514
MEXICO	D01800	ILA01120	9.3333
MEXICO	D30405	ILA01261	9.3043
MEXICO	D80019	ILA01481	9.2413
MEXICO	D80077	ILA01643	9.2308
MEXICO	D02298	ILA01340	9.1540
MEXICO	D05000	ILA01341	9.1090
MEXICO	002852	ILA01102	9.1079
MEXICO	000826	ILA01258	9.0992
MEXICO	D80038	ILA01557	9.0228
MEXICO	D04508	ILA01402	9.0000
MEXICO	D09558	ILA01250	9.0000
MEXICO	D40405	ILA01262	8.8452
MEXICO	D04501	ILA01386	8.6667
MEXICO	D80091	ILA01690	8.6667
MEXICO	D80076	ILA01636	8.4259
MEXICO	D80001	ILA01426	8.2037
MEXICO	D80000	ILA01424	8.0000
MEXICO	D80006	ILA01449	7.9497
MEXICO	D80063	ILA01610	7.9444
MEXICO	D09123	ILA01382	7.8810
MEXICO	D50405	ILA01263	7.8343
MEXICO	D80027	ILA01533	7.5214
MEXICO	D05500	ILA01365	6.5000
MEXICO	D09113	ILA01368	6.5000
MEXICO	D09916	ILA01100	6.5000
MEXICO	D12455	ILA01085	6.5000
MEXICO	D80003	ILA01432	6.5000
MEXICO	D80013	ILA01466	6.5000
MEXICO	D80031	ILA01549	6.5000
MEXICO	D80040	ILA01565	6.5000
MEXICO	D80045	ILA01569	6.5000
MEXICO	D80097	ILA01748	6.5000
MEXICO	D80098	ILA01746	6.5000
MEXICO	D80035	ILA01554	6.3491
MEXICO	D80018	ILA01480	6.1078
MEXICO	D80088	ILA01682	5.9483
MEXICO	D07043	ILA01110	5.9286
MEXICO	D80047	ILA01571	5.9286
MEXICO	D80069	ILA01617	5.7727
MEXICO	D80028	ILA01535	5.5769
MEXICO	D80033	ILA01551	5.4630
MEXICO	000824	ILA01122	5.1667
MEXICO	D80087	ILA01679	5.1667
MEXICO	D80066	ILA01615	5.1000