

**NISSAN FORKLIFT**  
**2009 GOM NSC of the Year**  
**(AS-Service)**

## 2009 GOM NSC of the Year (AS-Service)

### <Criteria Table>

**REVISED**

#### Criteria for Selection

No.	Item	Evaluation	Point
1	Monthly Reporting	Monthly Reporting to NML	20
2	NF-STEP Certified Persons per UIO	Nos. of NF-STEP Certified Persons per UIO at the end of Mar. 2010	20
3	Service Touch Rate	Number of Unit Serviced (by HQ, Branch and Dealers) against UIO	20
4	Invoice per Service Person	Number of Invoice per Service Person (incl. Branch)	20
5	Parts Order Amount per UIO (JPY)	Amount of Genuine Parts Order to NML in FY2009	20
-	Bonus Point	Improvement of service operation standard, report of service tips, etc	20
<b>TOTAL</b>			<b>120</b>

## Score of 2009 Service Award

April–March results	Score (1)	Score (2)	Total score	RANK
Powerlift Nissan	51	20	71	5
Y.K. Almoayyed	48	20	68	7
Movicarga	52	10	62	8
United Diesel	42	20	62	8
Modern Motors	42	40	82	<b>BRONZE</b>
Powerlift Era Baru	38	39	77	4
TCIM Malaysia	45	58	103	<b>GOLD</b>
Suhail Bahwan	34	20	54	11
ROLACO	40	20	60	10
TCiM Singapore	53	47	100	<b>SILVER</b>
Siam Motors	50	20	70	6

## Score of 2009 Service Award (1)

April–March results (per year)	Parts order per UIO @1000/unit		No of job per service person		Service touch rate (jobs per UIO)		Score (1)
Powerlift Nissan	21.79	12	<b>683.6</b>	20	<b>772.1</b>	19	<b>51</b>
Y.K. Almoayyed	<b>215.83</b>	20	83.2	11	590.5	17	<b>48</b>
Movicarga	<b>35.67</b>	18	120.1	14	<b>1661.3</b>	20	<b>52</b>
United Diesel	25.23	14	256.0	17	79.1	11	<b>42</b>
Modern Motors	32.40	17	104.2	12	160.5	13	<b>42</b>
Powerlift Era Baru	24.67	13	109.3	13	124.2	12	<b>38</b>
TCIM Malaysia	7.99	11	<b>365.8</b>	18	386.1	16	<b>45</b>
Suhail Bahwan	0	10	51.2	10	239.5	14	<b>34</b>
ROLACO	27.36	15	125.9	15	77.1	10	<b>40</b>
TCiM Singapore	<b>54.63</b>	19	<b>626.8</b>	19	382.5	15	<b>53</b>
Siam Motors	28.60	16	206.7	16	<b>654.3</b>	18	<b>50</b>

**Average**

**24**

**268**

**444**

## Score of 2009 Service Award (2)

April–March results	Monthly reporting		NF-STEP certified person per UIO		Bonus by service tips		Score (2)
Powerlift Nissan		20	0		0		20
Y.K. Almoayyed		20	0		0		20
Movicarga		10	0		0		10
United Diesel		20	0		0		20
Modern Motors		20	0.0186	20	0		40
Powerlift Era Baru		20	0.0065	19	0		39
TCiM Malaysia		20	0.0024	18	12 tips	20	58
Suhail Bahwan		20	0		0		20
ROLACO		20	0		0		20
TCiM Singapore		20	0.0007	17	1 tip	10	47
Siam Motors		20			0		20

