

Hino Trucks Dealer Key Performance Indicators

Sales	Hino Parts	Normal Sales: COE and NAPS
	All-Makes	Exclusive Sale of All-Makes Parts, example: ArvinMeritor, Webb, Mascott, etc
	Accessories	Hino Style Accessories Only
	Total Dealer Purchases	Summation of Normal + All-makes + Accessories
	Current Percentage of Objective	% of YTD Sales Objective Obtained
	Campaign	Campaign Sales for the FY (not included in the current objective or total dealer purchases)
Customer Satisfaction	Overall Satisfaction with Parts Experience	The average of the responses for this question from Hino Premier Customer Care
	Number of Survey Responses- Overall Satisfaction with Parts Experience	The number of 12 month Hino Premier Customer Care surveys returned with this question answered
	Part Number Availability	The % of the recommended HMI parts on hand at the end of the calendar month
	Stock Order Ratio	Emergency order lines divided by total ordered lines, expressed as a %
	Dealer Buyback Utilization	The % of the annual return \$ allowance utilized
	HMI Participating Dealer	Dealer is a HMI Participating Dealer (Agreement signed and DBS integrated, Yes %)
	HMI Utilization	% of parts recommended through HMI ordered by the dealer in the last 60 days
	Quarterly Stock Review	Dealer participates in the Quarterly Stock Review process (Yes %)
Personnel (Competencies)	SSO/HMI Discount	The \$ saved by the Dealer utilizing either HMI or the SSO
	Personnel Training	The % of the eligible Parts personnel trained
Facility	Hino Brand Recognition (Scorecard)	Checklist of Hino brand conditions met in the dealer Parts department
Quest for the Cup	District Ranking by Dealer Purchase	The ranking in your respective district of total All-Makes purchases
	District Ranking by Percent of Objective	The ranking in your respective district of All-Makes purchases to objective

Hino Trucks Dealer Performance Scorecard

Item	Hino Genuine Parts and Hino Style Showroom Packages	Yes	Notes
1	Hino Floor Mat	6.25%	Does the dealer display a Hino floor mat?
2	Illuminated Sign - HinoStyle	6.25%	Does the dealer display an illuminated Hino sign?
3	Hino Parts Poster	6.25%	Does the dealer display a Hino parts poster?
4	Hino dedicated shelving units	6.25%	Does the dealer display Hino parts?
5	Hino Flag or Window Cling	6.25%	Does the dealer display a Hino flag or window cling?
6	Hino Wall Clock	6.25%	Does the dealer display a Hino Wall Clock?
7	Counter Stools - non swivel	6.25%	Does the dealer display a Hino counter stool?
8	Header Inserts- Customize displays and identify merchandise.	6.25%	Does the dealer display Hino header inserts?
9	Sale and Discount card stock	6.25%	Does the dealer display Hino Parts sales literature?
10	Literature Rack	6.25%	Does the dealer display a Hino Parts literature rack with Hino literature?
11	Directional Signage: Parts	6.25%	Does the dealer display a part directional sign?
12	Counter mats	6.25%	Does the dealer display a Hino Counter Mat?
13	Quick reference Charts	6.25%	Does the dealer utilize the Hino quick reference guide?
14	Hino Style Poster	6.25%	Does the dealer display a Hino Style poster?
15	Uniforms with Hino Trucks Logo	6.25%	Does the dealer display Hino logos on their parts counterperson's uniforms
16	Hino Logoed Parts Delivery Truck	6.25%	Does the dealer display a Hino logo on their parts delivery trucks?
	Total Yes Percentage:	100%	Goal is 75%