# North American OEM Haul-Away Transportation KPI Scorecard

## Operational Objectives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
<th>Current</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce Dwell</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatch Reliability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sold Order Dispatch Reliability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting Capacity Requirements</td>
<td></td>
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</tbody>
</table>

## Quality & Claims Objectives

<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
<th>Current</th>
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</tr>
</thead>
<tbody>
<tr>
<td>100% Damage Free Ratio</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30-day Claim Settlement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum Claim Cost</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Data

<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
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<tbody>
<tr>
<td>Data Timeliness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealer Delivery Reporting</td>
<td></td>
<td></td>
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</tr>
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</table>

## Sustainability

<table>
<thead>
<tr>
<th>Objective</th>
<th>Target</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Shippable Dwell</td>
<td></td>
<td></td>
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<tr>
<td>Dispatch Reliability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatch Reliability (Sold Orders)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damage ratio (damage free ratio)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims settled within 60 days of assessment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average claim cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Timeliness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dealer delivery reporting timeliness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grams/ton-mile of Carbon Dioxide (CO2)</td>
<td>Rank 1-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grams/ton-mile of Nitrogen (NOx)</td>
<td>Rank 1-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grams/ton-mile of Particulate Matter (PM)</td>
<td>Rank 1-5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Table: Definitions and Calculations

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Measure</th>
<th>Math Definition</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipable Dwell</td>
<td>Final release/tender to outgate</td>
<td>Time/Hours</td>
<td>Time of outgate event - Time of final release/tender</td>
<td>The time the vehicle spends in the compound after being released to the carrier (excludes any time on hold). This may vary by OEM; so check with your contracted OEM for details.</td>
</tr>
<tr>
<td>Shippable Dwell</td>
<td>Outgate event to arrival at destination</td>
<td>Time/Hours</td>
<td>Time of delivery to destination - Time of outgate event</td>
<td>The time the vehicle spends on the carrier after exiting the compound</td>
</tr>
<tr>
<td>Dispatch Reliability</td>
<td>Final release/tender to outgate/pickup</td>
<td>%</td>
<td>([OEM specific excess aging to OEM standard]/[Total Ground Count])</td>
<td>The percent of vehicles that shipped within the dispatch standard days (FIFO).</td>
</tr>
<tr>
<td>Dispatch Reliability (Sold Orders)</td>
<td>Final release/tender to outgate/pickup (sold orders)</td>
<td>%</td>
<td>([OEM specific excess aging for solds to OEM standard for solds]/[Total Ground Count for solds])</td>
<td>The percent of vehicles that shipped within the dispatch standard days (Sold ONLY, FIFO).</td>
</tr>
<tr>
<td>Capacity</td>
<td>Vehicles shipped to the expected capacity by week</td>
<td>%</td>
<td># vehicles shipped per week / # vehicles expected per week</td>
<td>Actual capacity provided versus the expected capacity by location by week. Sub-haulers are the responsibility of contracted carrier.</td>
</tr>
<tr>
<td>Damage ratio (damage free ratio)</td>
<td>Number of VINs damaged per number of VINs shipped</td>
<td>%</td>
<td># of VINs damaged / # of VINs moved</td>
<td>The percent of vehicles damaged over the total number of vehicles moved*</td>
</tr>
<tr>
<td>Claims settled within 60 days of assessment</td>
<td>Percent of claims settled within 60 days</td>
<td>%</td>
<td># of claims settled within 60 days / # of claims assigned to the carrier overall (excludes disputed claims)</td>
<td>The percent of settled claims that have been paid by the supplier within 60 days of assignment. Goal 80% within 60-90% within 90-100% within 120. Timeliness of claims paid after assignment to carrier.</td>
</tr>
<tr>
<td>Average claim cost</td>
<td>Total value of claims filed to a supplier over the number of VINs with claims</td>
<td>%</td>
<td>$ Total value of claims / # of VINs with claims (excludes disputed claims)</td>
<td>Average value per claim</td>
</tr>
<tr>
<td>Data Timeliness</td>
<td>Successful transmission of milestone event into systems within 4 hours</td>
<td>%</td>
<td># of successful transmissions of milestone events into systems / [Total # of successful transmissions of milestone events into system]</td>
<td>The number of transmissions within 4 hours of the physical event divided by the total number of transmissions. This may vary by OEM contract. Verify with your respective OEM.</td>
</tr>
<tr>
<td>Dealer delivery reporting timeliness</td>
<td>Transmission of milestone delivery event into systems (OEM Specific timing)</td>
<td>%</td>
<td># of transmissions of milestone delivery events into systems / [Total # of transmissions of milestone delivery events into systems]</td>
<td>The number of delivery transmissions within OEM specific timing divided by the total number of delivery transmissions</td>
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<td>Smartway Grams/ton-mile of Carbon Dioxide (CO2)</td>
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