



SEMI PROGRAM: Supplier Evaluation Metrics Information

The MSS SEMI Program was designed to apply Metrics and Improvement Standards to our extensive Primary Supplier Network.

SEMI Purpose

To clearly identify MSS requirements and provide specific MSS performance measurements to our Suppliers enabling them to measure and improve their own performance thereby improving MSS's performance for our clients.

SEMI Process

Establish specific performance requirements for all of our Primary Suppliers, unite the multiple reporting functions into a report format (Metrics Report), deliver this information to our Suppliers on a semi annual basis along with reward or corrective action.

SEMI Accountability

MSS needs to hold our Suppliers as accountable for their performance as MSS is currently held for our own overall performance. Our success requires great teamwork!

**ESTABLISH
SUPPLIER
EXPECTATIONS**

**MEASURE
SUPPLIER
PERFORMANCE**

**REPORT
SUPPLIER
PERFORMANCE**

please turn page...

External Measurements		Internal Measurements	SEMI Performance Overall Score**
96.9%		96.2%	96.6%
<small>**Meets Highest Standards = 95-100% Exceeds Minimum Standards = 90-95% Meets Minimum Standards = 80-90% 80% and below - Does not meet minimum level of service = NOT COMPLIANT NA = Insufficient Data</small>			
Incident Log			Fall 2010
Category			Incidents reported regarding your performance
Scheduling			0
Communication			0
Technical			1
Servicing the Customer			1
Miscellaneous			6

Reports are confidential and distributed to Suppliers 2x per year.



An Overall Rating allows MSS and our Suppliers the opportunity to quickly review their improvements and areas that require corrective actions.

MSS SEMI PROGRAM: Supplier Evaluation Metrics Information

SEMI measures Primary Suppliers performance standards in the following:

- » **Receipt of Service Request Confirmation**
- » **Receipt of Schedule Confirmation**
- » **Transferee Evaluations**
- » **Transferee Claims**
- » **Incident Investigation & Tracking**
- » **Administration/Operations Analysis**

Job Receipt Confirmation

Review your list of jobs, confirm accuracy, sign and send fax back to MSS prior to 8:00 AM EDT/EST the next morning to: 215-393-5523

Meets Highest Standards..... 95%+
Exceeds Minimum Standards..... 90-95%
Meets Minimum Standards 80-90%
Not Compliant.....below 80%

Job When or Schedule Confirmation

Review your list of jobs, confirm accuracy, make your Transferee scheduling calls the day before.

Fill out the form - confirmed an appointment / left a message / or for whatever reason, not able to contact the Transferee. Indicate the appointment time left on the voice mail message or indicate the preferred appointment time.

Supplier will be measured based on returned schedule verification prior to 8:00 AM EDT/EST the next morning.

Meets Highest Standards..... 95%+
Exceeds Minimum Standards..... 90-95%
Meets Minimum Standards 80-90%
Not Compliant.....below 80%

Transferee Evaluations

Transferees are surveyed and results are returned and tabulated by MSS. These questions include:

- » Did you arrive as scheduled?
- » If you did not arrive on time, was an update call received?
- » Did you look professional?
- » Did you have a positive attitude?
- » Did you demonstrate technical expertise?
- » Did you protect the property?
- » Overall Rating

Meets Highest Standards..... 95%+
Exceeds Minimum Standards..... 90-95%
Meets Minimum Standards 80-90%
Not Compliant.....below 80%

Transferee Claims

MSS will measure your ratio of claims to revenue and continue to track and report these ratios.

Meets Highest Standards..... 99%-100%
Exceeds Minimum Standards..... 98-99%
Meets Minimum Standards 96-98%
Not Compliant.....below 96%

Incident Investigation & Tracking

On occasion an event will occur which creates the need for MSS to perform an investigation on an order. MSS will perform a thorough investigation and maintain a log of the incident.

- » Suspected drug/alcohol violation and/or theft
- » No show, no call, or no communication
- » Inappropriate behavior or appearance
- » Lack of proper tools, equipment or knowledge

During your formal review, these incidents will be analyzed to determine whether there are any specific issues which need to be addressed.

Administration/Operations Analysis

MSS personnel rate suppliers on a 10 point scale in categories such as:

- » Handling Urgent Requests
- » Technical Capability
- » Complete & Accurate Paperwork
- » Signatures on Paperwork
- » Scheduling
- » Communication
- » Servicing the Customer

We Welcome your Feedback!

Please direct questions or comments to:

Lynnette Hearne, Quality Assurance Supervisor
Dawn Rogers, Quality Assurance Specialist
Dave Brace, VP of Logistics & Network Mgmt

800.433.1159

qualityassurance@mss1.com