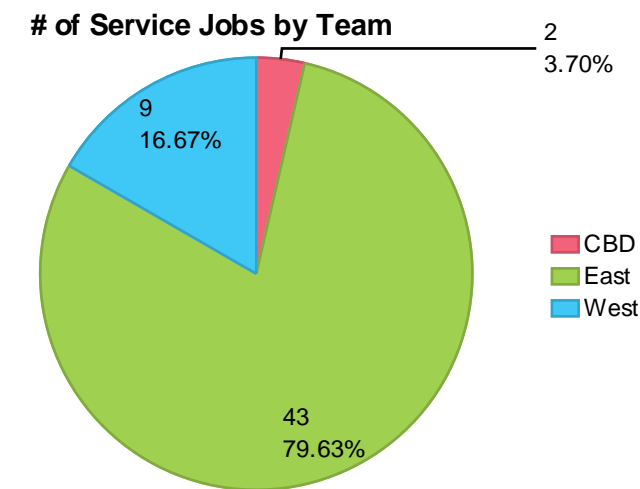
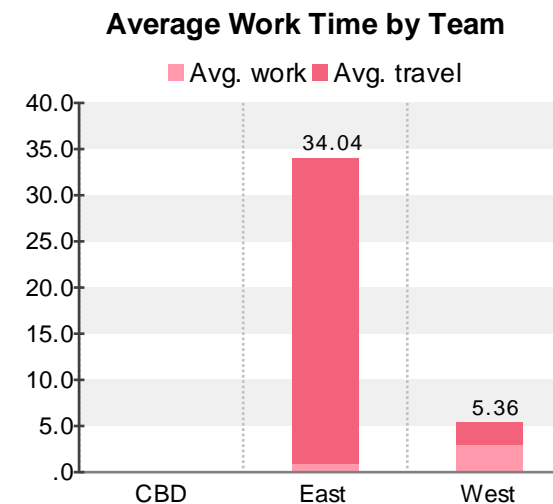
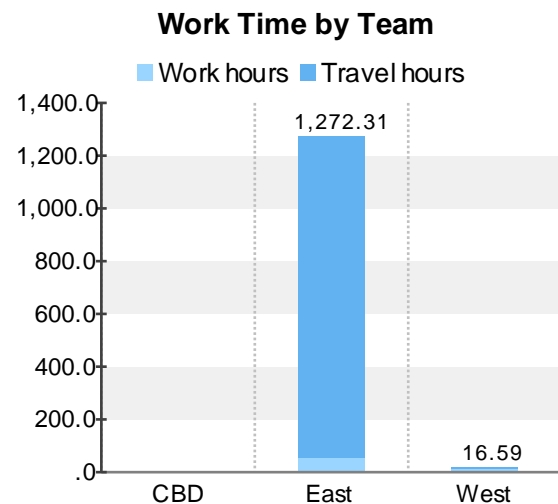
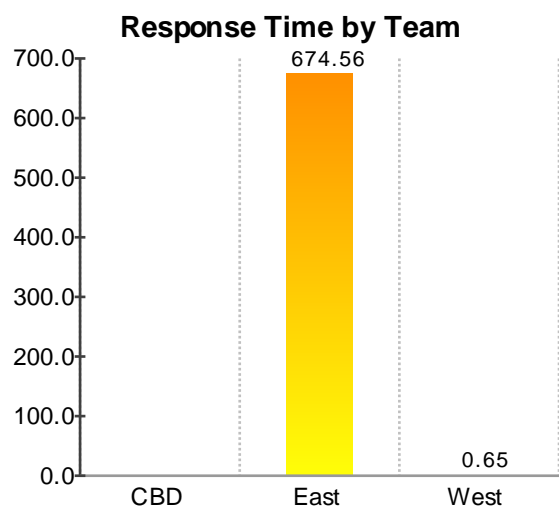


KPI's of management Report

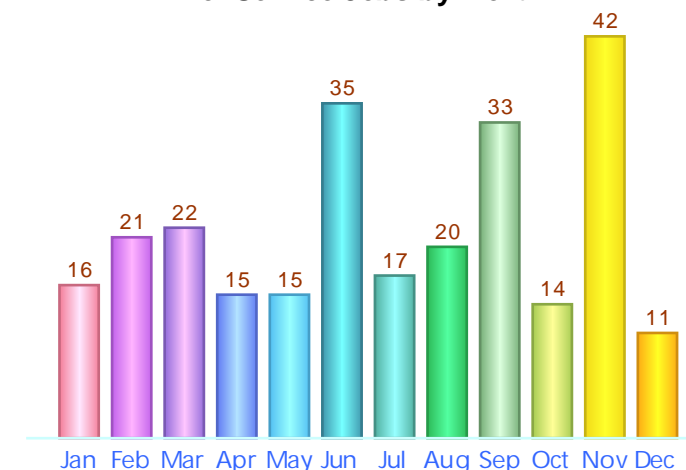


Team	Team_Description	No of work days	Response time	Work hours	Travel hours	Avg. work	Avg. travel	No of tasks	No of hours not avail.	Efficiency	No of tasks each day
CBD	Central Business District	1,834 days						2	54	0	0
East	Team East Coast	1,834 days	675	53	1,219	1	11	43	463	9	0
West	Team West	1,834 days	1	12	5	3	1	9	8	0	0

Incompleted Job List

Customer	Technician	Received Date	Response Time	Time Estimate
Eberg Barneskole	Sebastian Johnsson	2008-06-02 07:14:00:000	3.00	150
Medlab AS	Sebastian Johnsson	2008-06-02 14:01:00:000	4.00	180
Merkantildata ASA	Sebastian Johnsson	2007-09-19 20:05:00:000	4.00	120
Merkantildata ASA	Sebastian Johnsson	2007-09-19 20:09:00:000	4.00	150
CPM Norway AS	Sebastian Johnsson	2008-09-01 15:29:00:000	4.00	150
Radisson SAS	Nicholas Low	2007-07-20 06:21:00:000	4.00	201
ABB Security AS	Nicholas Low	2007-11-23 09:10:00:000	16.00	170
Buskerud Trevare AS	Nicholas Low	2008-11-11 23:52:00:000	4.00	120
BN Bank ASA	Donald Peterson	2006-02-23 09:47:00:000	15.00	240
Butikken AS	Donald Peterson	2007-09-26 09:08:00:000	8.00	150

of Service Jobs by Month



KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
Butikken AS	Donald Peterson	2011-10-06 13:16:00:000	15.00	360
Hansen Interiør AS	Donald Peterson	2008-11-11 23:50:00:000	4.00	240
Eberg School	Roger Thorp	2006-12-04 11:20:00:000	8.00	180
Troms Bilverksted	Roger Thorp	2007-03-09 10:16:00:000	8.00	210
Nestea	Roger Thorp	2009-08-19 14:03:00:000	8.00	1530
Entreprenør AS	Roger Thorp	2009-08-19 21:56:00:000	8.00	240
Nestea	Roger Thorp	2009-11-24 07:10:00:000	8.00	180
Cencom AS	Roger Thorp	2010-04-20 08:20:00:000	4.00	90
St Olavs Hospital	Roger Thorp	2010-06-28 12:07:00:000	16.00	210
Norsk Dental Depot	Jenny Lim	2007-08-29 00:16:47:000	8.00	0
Norsk Dental Depot	Jenny Lim	2007-08-29 00:16:00:000	8.00	120
Merkantidata ASA	Jenny Lim	2007-09-19 20:05:00:000	4.00	120
Merkantidata ASA	Jenny Lim	2007-09-19 20:09:00:000	4.00	150
Merkantidata ASA	Jenny Lim	2007-09-19 20:05:00:000	4.00	120
Merkantidata ASA	Jenny Lim	2007-09-19 20:09:00:000	4.00	150
Sheraton Corporation B.V	Jenny Lim	2008-12-04 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-01-05 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-02-02 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-03-04 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-04-03 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-05-04 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-06-02 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-07-02 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-08-03 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-08-31 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-09-30 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-10-30 09:28:00:000	16.00	0

KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
Sheraton Corporation B.V	Jenny Lim	2009-11-30 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2009-12-29 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-01-28 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-03-01 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-03-29 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-04-28 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-05-28 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-06-28 07:00:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-07-27 09:28:00:000	16.00	0
Sheraton Corporation B.V	Jenny Lim	2010-08-26 09:28:00:000	16.00	0
Cencom AS	Peter Kramer	2006-11-08 17:59:00:000	0.00	120
Hansen Interiør AS	Peter Kramer	2007-05-30 09:49:00:000	8.00	0
Buskerud Trevare AS	Peter Kramer	2007-06-13 16:03:11:000	8.00	0
Eberg Barneskole	Peter Kramer	2007-06-14 00:31:16:000	20.00	0
Byggklima AS	Peter Kramer	2007-06-14 14:05:41:000	8.00	0
Byggklima AS	Peter Kramer	2007-06-14 14:05:41:000	8.00	170
B & W Bus Transport Service Pte Ltd	Peter Kramer	2011-11-14 08:59:00:000	8.00	180
ABB Security AS	Peter Kramer	2007-08-28 21:51:48:000	16.00	0
ABB Security AS	Peter Kramer	2011-09-14 07:31:00:000	6.00	210
ABB Security AS	Peter Kramer	2008-03-06 08:52:00:000	16.00	0
Bedok Transport Pte Ltd	Peter Kramer	2011-11-11 10:12:00:000	60.00	120
Pirsenteret AS	Peter Kramer	2009-06-22 11:39:00:000	8.00	180
Pirsenteret AS	Peter Kramer	2009-06-22 12:53:00:000	8.00	1320
Pepsi Cola	Peter Kramer	2009-09-21 13:34:00:000	0.00	420
Monica Braa	Peter Kramer	2009-11-19 12:33:00:000	4.00	60
ABB Security AS	Peter Kramer	2011-05-25 17:04:00:000	0.00	360
Schenker Singapore (Pte) Ltd	Peter Kramer	2011-11-23 13:59:00:000	40.00	60

KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
Schenker Singapore (Pte) Ltd	Peter Kramer	2011-11-23 14:26:00:000	8.00	60
Astro Worldwide Movers	Peter Kramer	2011-12-01 09:30:00:000	4.00	30
Astro Worldwide Movers	Peter Kramer	2012-01-11 14:33:00:000	8.00	30
Astro Worldwide Movers	Peter Kramer	2012-01-11 14:47:00:000	4.00	0
Emersons Electric Pte Ltd	Peter Kramer	2011-11-08 11:38:00:000	4.00	60
ABB Security AS	Peter Kramer	2011-09-14 07:31:00:000	6.00	210
ABB Security AS	Peter Kramer	2008-03-06 08:52:00:000	16.00	0
Creuna	Peter Kramer	2009-03-24 15:00:00:000	4.00	1080
Creuna	Peter Kramer	2011-03-24 12:22:00:000	8.00	1080
Monica Braa	Peter Kramer	2009-03-04 14:16:00:000	8.00	120
EuroAuto Leasing Pte Ltd	Peter Kramer	2011-11-16 10:04:00:000	8.00	60
Hansen Interiør AS	Peter Kramer	2009-09-03 13:09:00:000	8.00	300
Nestea	Peter Kramer	2009-12-02 09:02:00:000	8.00	163
ABB Security AS	Peter Kramer	2010-03-11 13:09:00:000	16.00	129
ABB Security AS	Peter Kramer	2011-09-12 09:45:00:000	16.00	210
ABB Security AS	Peter Kramer	2010-10-13 09:58:00:000	16.00	210
Norwegian ASA	Peter Kramer	2010-11-30 00:03:00:000	4.00	90
Schenker Singapore (Pte) Ltd	Peter Kramer	2011-12-08 08:16:00:000	2.00	90
Eberg School	Lisa Simpson	2007-07-17 10:11:00:000	8.00	210
Butikken AS	Lisa Simpson	2007-10-29 21:22:00:000	4.00	144
Bergen Kommune	Lisa Simpson	2008-02-06 09:30:00:000	8.00	120
CPM Norway AS	Lisa Simpson	2009-03-21 15:10:00:000	80.00	120
CPM Norway AS	Lisa Simpson	2009-03-21 15:10:00:000	72.00	1620
BN Bank ASA	Lisa Simpson	2007-09-26 07:42:00:000	8.00	300
Acufem Medical Pte Ltd	Lisa Simpson	2008-03-06 08:50:00:000	16.00	30
Acufem Medical Pte Ltd	Lisa Simpson	2011-11-21 08:50:00:000	16.00	0
Acufem Medical Pte Ltd	Lisa Simpson	2008-03-06 08:50:00:000	16.00	30

KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
ASTA School of Business & Technology	Lisa Simpson	2011-11-11 09:06:00:000	8.00	120
Byggklima AS	Lisa Simpson	2007-06-14 14:05:41:000	8.00	0
Byggklima AS	Lisa Simpson	2007-06-14 14:05:41:000	8.00	170
Buskerud Trevare AS	Lisa Simpson	2007-08-10 10:01:00:000	4.00	194
Troms Bilverksted	Lisa Simpson	2007-08-16 09:38:00:000	4.00	480
ABB Security AS	Lisa Simpson	2007-11-23 09:14:00:000	4.00	180
ABB Security AS	Lisa Simpson	2008-02-05 09:07:00:000	4.00	166
ABB Security AS	Lisa Simpson	2010-07-21 22:27:00:000	16.00	330
ABB Security AS	Lisa Simpson	2010-11-30 00:00:57:000	0.00	240
Schenker Singapore (Pte) Ltd	Lisa Simpson	2011-12-08 12:22:00:000	2.00	120
Pirsenteret AS	Francis Tan	2009-06-22 11:02:00:000	8.00	360
CPM Norway AS	Francis Tan	2009-07-01 12:14:00:000	4.00	1920
EBC Self-Storage Pte Ltd	Francis Tan	2011-11-17 13:12:00:000	8.00	0
Servicesenteret AS	Francis Tan	2012-01-27 14:14:00:000	8.00	0
Radisson SAS Plaza Hotell Jevnaker	Peter Franzen	2006-05-05 07:57:00:000	8.00	240
ABB Security AS	Peter Franzen	2008-04-07 12:31:00:000	4.00	180
Medlab AS	Peter Franzen	2008-11-11 18:32:04:000	4.00	30
Hansen Interiør AS	Peter Franzen	2008-11-11 23:01:00:000	4.00	0
CPM Norway AS	Anthony Phua	2009-03-21 15:10:00:000	80.00	120
CPM Norway AS	Anthony Phua	2009-03-21 15:10:00:000	72.00	1620
Buskerud Trevare AS	Anthony Phua	2009-03-23 04:42:00:000	72.00	106
Radisson SAS	Anthony Phua	2009-01-23 12:33:00:000	60.00	210
Buskerud Trevare AS	John Grant	2007-05-30 08:51:44:000	0.00	0
Buskerud Trevare AS	John Grant	2007-09-06 11:12:51:000	8.00	0
EuroAuto Leasing Pte Ltd	John Grant	2007-09-06 11:27:13:000	8.00	0
EuroAuto Leasing Pte Ltd	John Grant	2011-11-22 11:27:00:000	8.00	240
Kleppe Møbelfabrikk AS	John Grant	2007-09-06 11:37:27:000	3.00	0

KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
Eberg Barneskole	John Grant	2007-09-06 12:23:35:000	8.00	0
Radisson SAS Plaza Hotell	John Grant	2007-09-18 21:50:25:000	8.00	0
Bergen Kommune	John Grant	2007-10-10 21:35:12:000	8.00	0
Bergen Kommune	John Grant	2007-10-10 21:35:00:000	8.00	150
Radisson SAS Plaza Hotell	John Grant	2008-01-31 14:36:15:000	8.00	0
Radisson SAS Plaza Hotell	John Grant	2008-01-31 14:36:00:000	8.00	420
Radisson Bilverksted AS	John Grant	2008-02-05 18:23:20:000	3.00	0
Kleppe Møbelfabrikk AS	John Grant	2008-02-05 18:25:15:000	8.00	0
Business Bank AS	John Grant	2008-02-05 21:23:42:000	8.00	0
Business Bank AS	John Grant	2008-02-05 21:23:00:000	8.00	150
Business Bank AS	John Grant	2008-02-05 21:57:43:000	8.00	0
Servicesenteret AS	John Grant	2008-02-05 21:59:29:000	3.00	0
Servicesenteret AS	John Grant	2008-02-05 21:59:54:000	8.00	0
Creuna	John Grant	2008-02-05 22:01:11:000	2.00	0
Berg Skole	John Grant	2008-02-06 09:17:58:000	2.00	0
ABB Security AS	John Grant	2008-04-07 12:50:13:000	8.00	0
Norgesvinduet Svenningdal AS	John Grant	2008-04-22 13:51:59:000	8.00	0
Business Bank AS	John Grant	2008-04-22 13:53:18:000	8.00	0
Hansen Interiør AS	John Grant	2008-04-22 13:54:21:000	8.00	0
Hansen Interiør AS	John Grant	2008-04-22 13:54:00:000	8.00	90
Hansen Interiør AS	John Grant	2008-04-22 13:54:21:000	8.00	0
Hansen Interiør AS	John Grant	2008-04-22 13:54:00:000	8.00	90
Radisson SAS	John Grant	2008-07-02 09:44:40:000	8.00	0
Hansen Interiør AS	John Grant	2008-11-11 23:01:00:000	4.00	0
ABB Security AS	John Grant	2010-10-11 08:40:38:000	1.00	0
Astro Worldwide Movers	John Grant	2011-11-29 11:34:00:000	4.00	0
Kleppe Møbelfabrikk AS	John Grant	2008-06-04 16:06:00:000	4.00	390

KPI's of management Report

Customer	Technician	Received Date	Response Time	Time Estimate
Harborfront centre 2	John Grant	2011-11-29 10:13:00:000	15.00	210
BN Bank ASA	Nick Chong	2006-06-16 16:57:00:000	4.00	90
Eberg School	Nick Chong	2009-02-18 23:07:00:000	4.00	210
Servicesenteret AS	Nick Chong	2006-06-05 10:55:00:000	0.00	210
Acufem Medical Pte Ltd	Nick Chong	2008-03-06 08:50:00:000	16.00	30
Acufem Medical Pte Ltd	Nick Chong	2011-11-21 08:50:00:000	16.00	0
Acufem Medical Pte Ltd	Nick Chong	2008-03-06 08:50:00:000	16.00	30
Pirsenteret AS	Nick Chong	2009-06-22 11:39:00:000	8.00	180
Pirsenteret AS	Nick Chong	2009-06-22 12:53:00:000	8.00	1320
Telenor ASA	Joyal	2011-11-23 08:19:00:000	8.00	210
Eberg Barneskole	Philip Lee	2008-06-02 07:14:00:000	3.00	150
Cencom AS	Philip Lee	2007-08-21 08:18:00:000	4.00	300
Autosenteret AS	Philip Lee	2007-11-01 13:41:00:000	4.00	150
Lona Listehøvleri AS	Philip Lee	2008-10-06 07:00:00:000	15.00	4350