

Aftermarket Criteria Summary

Criterion	Points	Bonus Points
MatchPlay - Plus	350	0
Total Purchase Objective (You Make It Happen)	150	100
Technician Ratio	125	0
Service Market Share	100	0
Service Productivity Ratio	100	25
Effective Service Billing Rate	100	25
Aftermarket Coverage	75	0
Hyster Periodic Maintenance Contract Share	75	0
Competitive Periodic Maintenance Contract Share	75	0
Technician Growth	50	0
Total	1200	150

MatchPlay Plus

350 Points

Competitive Ratio	Points
85.0% +	350
80.0% - 84.9%	250
75.0% - 79.9%	150

$$\text{Competitive Ratio} = \frac{\text{Competitive Purchases}}{\text{Competitive + Captive Purchases}}$$

Competitive Purchases: Total competitive purchases for 2005 as reported in MAPS report Competitive vs Captive Purchases.

Captive Purchases: Total captive purchases for 2005 as reported in MAPS report Competitive vs Captive Purchases.

DOD Information Source: Hyster

Total Parts Purchase Obj.

(You Make It Happen)

150 Points

% of Objective*	Points
100.0%+	150
95.0% - 99.9%	100
90.0% - 94.9%	75
85.0% - 89.9%	50
80.0% - 84.9%	25
0.0% - 79.9%	0

$$\% \text{ of Parts Objective} = \frac{\text{Total Dealer Parts Purchases}}{\text{Parts Objective}}$$

Bonus Points – 5 Bonus Points for each percentage points over 100% to a maximum of 100 Bonus Points

Total Parts Purchases (\$): Dollar value at dealer net of all Hyster, Unisource/SMH All-Makes Parts, Unisource Accessory, and Unisource GNB/Energys industrial battery and charger purchases program (shipments), less credits and returns during the 2005 calendar year.

Hyster Total Parts Objective: Total dollar amount specified by Hyster Co. for 2005.

*Note: An economic adjustment will be made to the total parts purchase objective if the total ITA Market has moved by more than 10% from the planned annual level. The detailed adjustment will be made by individual dealer using the actual ITA market size for their territory versus the planned level.

DOD Information Source: Hyster.

Technician Ratio

125 Points

Technician Ratio	Points
50.0% +	125
47.0% - 49.9%	100
45.0% - 46.9%	75
43.0% - 44.9%	50
38.0% - 42.9%	25
00.0% - 37.9%	0

$$\text{Technician Ratio} = \frac{\text{Total \# of Technicians}}{\text{Total Number of Dealership Head Count}}$$

Number of Technicians: Service, rental and used equipment department technician head count as of December 31, 2005. To qualify as a technician, the individual's time must be billable at least 50% of the time to internal or external customers.

Total Dealership Employee Head Count: Total head count of full and part time employees (including leased or contract employees) as of December 31, 2005. Part time employees should be counted as $\frac{1}{2}$ of an employee.

DOD Information Source: Dealer

Service Market Share

100 Points

Service Market Share	Points
≥ 15.0%	100
10.0% - 14.9%	75
5.0% - 9.9%	50
2.0% - 4.9%	25
0.0% - 1.9%	0

$$\text{Service Market Share} = \frac{\text{Total Hours Billed}}{\text{Potential Industry Labor Hours}}$$

Total Hours Billed (\$): Number of hours billed to retail customers, internal customers and warranty during the 2005 calendar year. Internal hours billed should not include lost time hours billed internally for such items as van or shop maintenance, re-work, training, clean-up, etc.

Potential Industry Labor Hours: Number of projected labor hours based on 10 year total of industry retail shipments reported to ITA for 1995 through 2004 for truck classes I, II, III, IV and V. See Appendix A for details.

DOD Information Source: Retail hours billed - Dealer, Potential labor hours - Hyster.

Service Productivity Rate

100 Points

Productivity Ratio	Points
≥ 85.0%	100
80.0% - 84.9%	75
75.0% - 79.9%	50
0.0% - 74.9%	0

$$\text{Productivity Rate} = \frac{\# \text{ Hours Billed}}{\# \text{ Hours Paid}}$$

Bonus: 5 points for each full 1% increment above 85% up to 90%.

Hours Billed: Number of hours billed to retail and internal customers, and warranty during the 2005 calendar year. Internal hours billed should not include lost time hours if billed internally for such things as van or shop maintenance, rework, training, clean-up, etc.

Hours Paid: Number of hours paid to technicians during the 2005 calendar year.

DOD Information Source: Dealer.

Effective Service Billing Rate

100 Points

Billing Rate	Points
≥ 90.0%	100
80.0% - 89.9%	75
75.0% - 79.9%	50
0.0% - 74.9%	0

$$\text{Effective Service Billing Rate} = \frac{\text{Total Retail Customer Billings}}{\text{Total Retail Hours Billed}}$$

Bonus: 5 points for each full 1% increment above 90% up to 95%.

Effective Hourly Rate: Total retail customer billings during the 2005 calendar year, divided by total hours billed to retail customers during the 2005 calendar year.

Published Hourly Rate: Average monthly-published rate used for warranty reimbursement during the 2005 calendar year.

DOD Information Source: Effective hourly rate - Dealer, Published hourly rate - Hyster.

Aftermarket Coverage

75 Points

Aftermarket Coverage	Points
000.0 - 400.0	75
400.1 - 500.0	50
500.1 - 600.0	25
600.1 +	0

$$\text{Aftermarket Coverage} = \frac{\text{5 Yr. Average Industry Retail Shipments}}{\text{Number of Sales People}}$$

(Coverage Objective is 1:1 up to 1.5:1 Aftermarket to Equipment sales people)

Industry Retail Shipments: Average annual number of industry retail shipments reported to ITA during the five calendar years 2001-2005 for truck classes I, II, III, IV and V.

Number of Salespeople: Number of qualified full-time and part-time aftermarket salespeople at year-end 2005. See Appendix A for definitions.

DOD Information Source: Aftermarket salespeople - Dealer, Industry shipments - Hyster.

Hyster PM Contract Share

75 Points

PM Truck Share	Points
≥ 50.0%	75
35.0% - 49.9%	40
25.0% - 34.9%	15
0.0% - 24.9%	0

$$\text{PM Truck Share} = \frac{\text{\# Hyster Trucks on PM Contract}}{\text{Hyster Rider Truck Retail Shipment}}$$

Hyster PM Truck Contracts: Number of new Hyster truck installations sold with a periodic maintenance contract during the 2005 calendar year for truck classes I, II, IV and V. Full maintenance and long-term rental contracts also count as Hyster PM Truck contracts.

Rider Hyster Customer Retail Shipments: Number of Hyster retail shipments less any short-term rental retail shipments reported to ITA during the 2005 calendar year for truck classes I, II, IV and V.

DOD Information Source: PM contracts - Dealer, Hyster customer retail shipments - Hyster.

Competitive PM Contract Share

75 Points

Contract Share	Points
≥ 5.0%	75
3.0% - 4.9%	45
1.5% - 2.9%	15
0.0% - 1.4 %	0

$$\text{Comp. PM Share} = \frac{\text{\# Comp. Trks on PM Contract}}{\text{Competitive Population}}$$

Competitive PM Trucks: Total number of competitive trucks covered by an active periodic maintenance contract.

Competitive Population: 10 year total of industry retail shipments less 10 year total of Hyster retail shipments as reported to ITA from 1995 through 2004 for truck classes I, II, IV and V.

DOD Information Source: Competitive PM contracts - Dealer, Competitive retail shipments - Hyster.

Technician Growth

50 Points

Technician Ratio	Points
≥ 1.10	50
1.05 - 1.099	25
1.02 - 1.049	10
< 1.019	0

$$\text{Technician Growth} = \frac{\text{\# Techs 12/31/04}}{\text{\# Techs 12/31/03}}$$

This is a comparison of the number of technicians as of December 31, 2004 and 2005. Technician is defined as in Technician Ratio above.

DOD Information Source: Dealer