

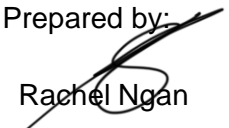
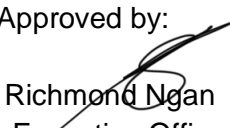
MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	BRANCH SPARE PARTS TARGET	Ref. No.
DEPARTMENT :	SPARE PARTS DEPARTMENT	SPD- 16-04-1604
TO :	REGIONAL MANAGERS, AREA MANAGERS, BRANCH MANAGERS AND MECHANIC	

OBJECTIVES

1. To inform the branches, area managers and regional manager of their spare parts quota.
2. To ensure that the Spare Parts sales performance is aligned with the Motorcycles sales of the branch.
3. To minimize profit loss between branch and Spare Parts Department.
4. To help constantly improve our customer after sales service of the motorcycle unit.

POLICY

1. The branch target excluded spare parts into the quota and is primarily focused on the oil first.
2. The branch employees must sell minimum at least 2.5 boxes (60 pcs.) of 1 liter motor oil or (PHP 10,500) ten thousand five hundred pesos worth of motor oil sales.
3. The Motor Oil Target is measure through 30% of total existing moving account.
4. Branches that are excluded to the standard target are Privatized and new branches.
5. The new branches (below 200 accounts) are given a lower quota for the quarter since they still have a little active accounts at the moment
6. Failure to reach the minimum requirement of sales for three consecutive months will be subjected to disciplinary actions.
 - 6.1. First Offense – NTE with Written Warning
 - 6.2. Second Offense – NTE with Final Written Warning
 - 6.3. Third Offense – NTE with 30 Days Notice
 - 6.4. Fourth Offense – Termination
7. The motor oil sales and inventory will be monitored by the spare parts team hence it is required to update the spare parts on a daily basis thru ARCS Report to operation support.

Prepared by:  Rachel Ngan	Approved by:  Richmond Ngan Executive Officer	Effective April 16, 2016	Page 1 of 2
--	---	---------------------------------	-------------

PROCEDURE

1. Marketing Assistant

- 1.1. Should take the opportunity to convince every customer who visit the branch for payment of Monthly Amortization to check their unit and avail the free service of change oil.
- 1.2. If the customer has no time to wait for change oil service at least offer to buy the oil.
- 1.3. Can offer also for new release and existing customer our Helmet for their back ride.
- 1.4. Should follow our policy and procedure for Sales Call Monitoring (SPD-16-04-0502)

2. Regional Manager and Area manager Spare parts Target Commitment

Region 3 & NCR
 Regional Manager Name: Randy Segundo
 Addressed to: Spare parts department
 Peter Charlotte Cable
 As of : April 1, 2016 to June 30, 2016



BRANCH PERFORMANCE AGREEMENT

	Branches in charge of:	Spare Parts Target per Quarter (PHP)	AM Signature
1	Daan Hari (Bagong Silang)		
2	Daan Hari (Caypombo)		
3	Daan Hari (Muzon)		
4	Daan Hari (Norzagaray)		
5	Daan Hari (Sapang Palay)		
6	Daan Hari (Sta. Maria)		
7	V8 Racer (Camarin Zapote)		
8	V8 Racer (Phase 9 Bagong Silang)		
9	V8 Racer (Tungko)		
10	Daan Hari (Balagtas)		
11	Daan Hari (Gen. T. De Leon)		
12	Daan Hari (Marilao)		
13	Daan Hari (Meycauayan 2)		
14	Daan Hari (Meycauayan)		
15	V8 Racer (Bocaue)		
16	V8 Racer (Malinta)		
17	V8 Racer (Marulas)		

TOTAL AMOUNT PHP

We hereby acknowledge and commit to deliver the standard performance for the 2nd Quarter of the year 2016.
 Failure to deliver the results for this quarter will be subjected to disciplinary actions.

Name & Signature of RM

Noted by:

Noted by:

PETER CHARLOTTE CABLE
 Branch Operations

JIMMY CHUA
 Spare Parts Department Head

Prepared by: Rachel Ngan	Approved by: Richmond Ngan Executive Officer	Effective April 16, 2016	Page 2 of 2
---------------------------------	--	-----------------------------	-------------

4. Branch Manager and Mechanic Spare parts Target Commitment

Region NCR
 Addressed to: Spare parts department
 Peter Charlotte Cable
 As of : April 1, 2016 to June 30, 2016



BRANCH PERFORMANCE AGREEMENT

	Branches in charge of:	Spare Parts per month	Mechanics Name and Signature
1	Daan Hari (Bagong Silang)		

TOTAL AMOUNT PHP

We hereby acknowledge and commit to deliver the standard performance for the 2nd Quarter of the year 2016.
 Failure to deliver the results for this quarter will be subjected to disciplinary actions.

Name & Signature of BM

Noted by:

Noted by:

PETER CHARLOTTE CABLE
 Branch Operations

JIMMY CHUA
 Spare Parts Department Head

- The SPARE PARTS monthly quota must not be lower than PHP 10,500

Prepared by: Rachel Ngan	Approved by: Richmond Ngan Executive Officer	Effective April 16, 2016	Page 3 of 2
---------------------------------	--	-----------------------------	-------------