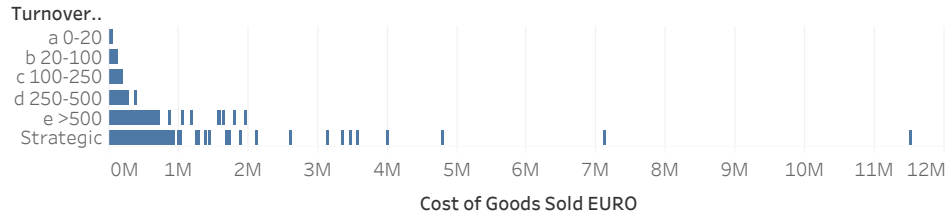


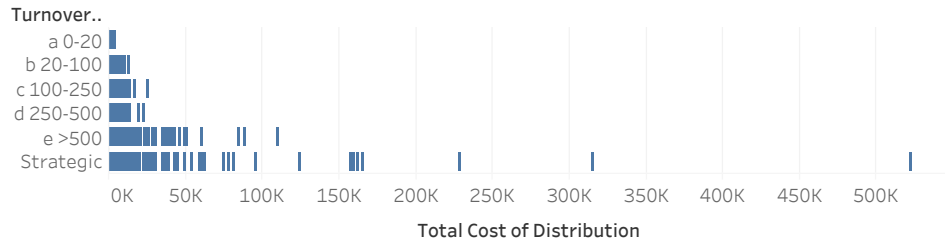
Mostly for strategic customers we have massively 9 outliers, if we keep the cut off at 200,000



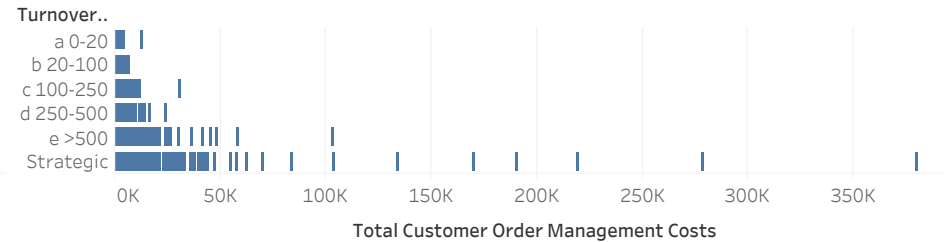
Mostly for e and d we have massively 2 outliers, if we keep the cut off at 500,000



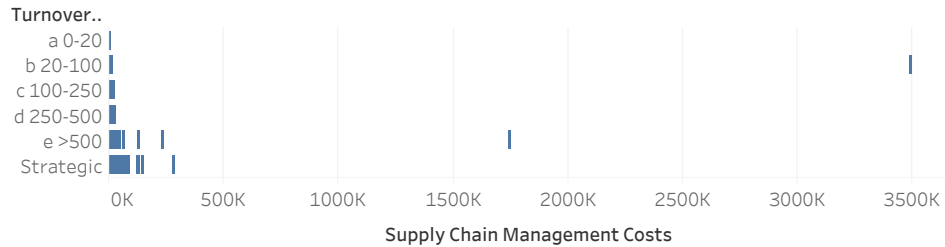
Mostly for strategic customers we have massively 9 outliers, if we keep the cut off at 100,000



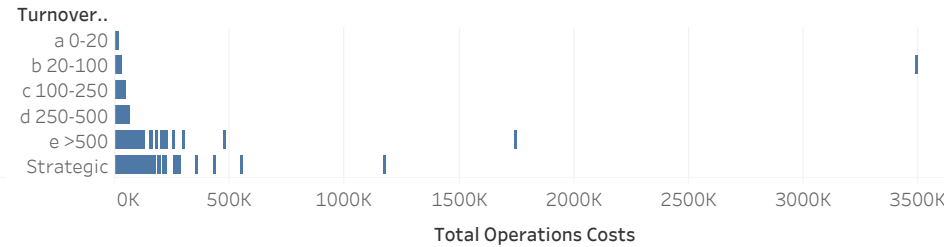
Mostly for strategic customers we have massively 8 outliers, if we keep the cut off at 100,000



Mostly for strategic customer and b we have massively 2 outliers, if we keep the cut off at 400,000



Mostly for strategic customer and b we have massively 6 outliers, if we keep the cut off at 400,000



Average cost of goods sold (Independent of outliers)	Average customer and management costs (Independent of outliers)	Average total cost of distribution (Independent of outliers)	Average total cost of operation (Independent of outliers)	Average customer related issue cost (Independent of outliers)	Customer Class
3,731	332.1	300.2	978.0	75.23	<input checked="" type="checkbox"/> Nationals <input checked="" type="checkbox"/> Others <input checked="" type="checkbox"/> Strategic
					Geographical Area
					All

Cost of distribution, Order management and operations costs for springs is high ,However quantity for MIVI is the highest. And customer relted issue costs for plugs and caps are the highest

