2024 Service Incentive & Compliance Monitor

Total Bonus Paid in 2024

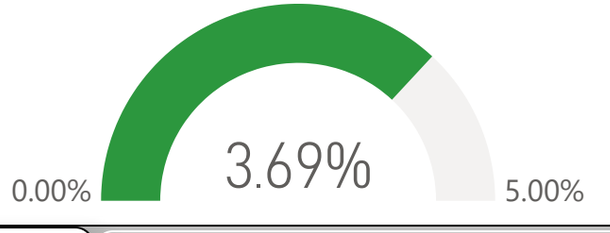
$1.67M

Goal: $1,586,248 (+5.32%)

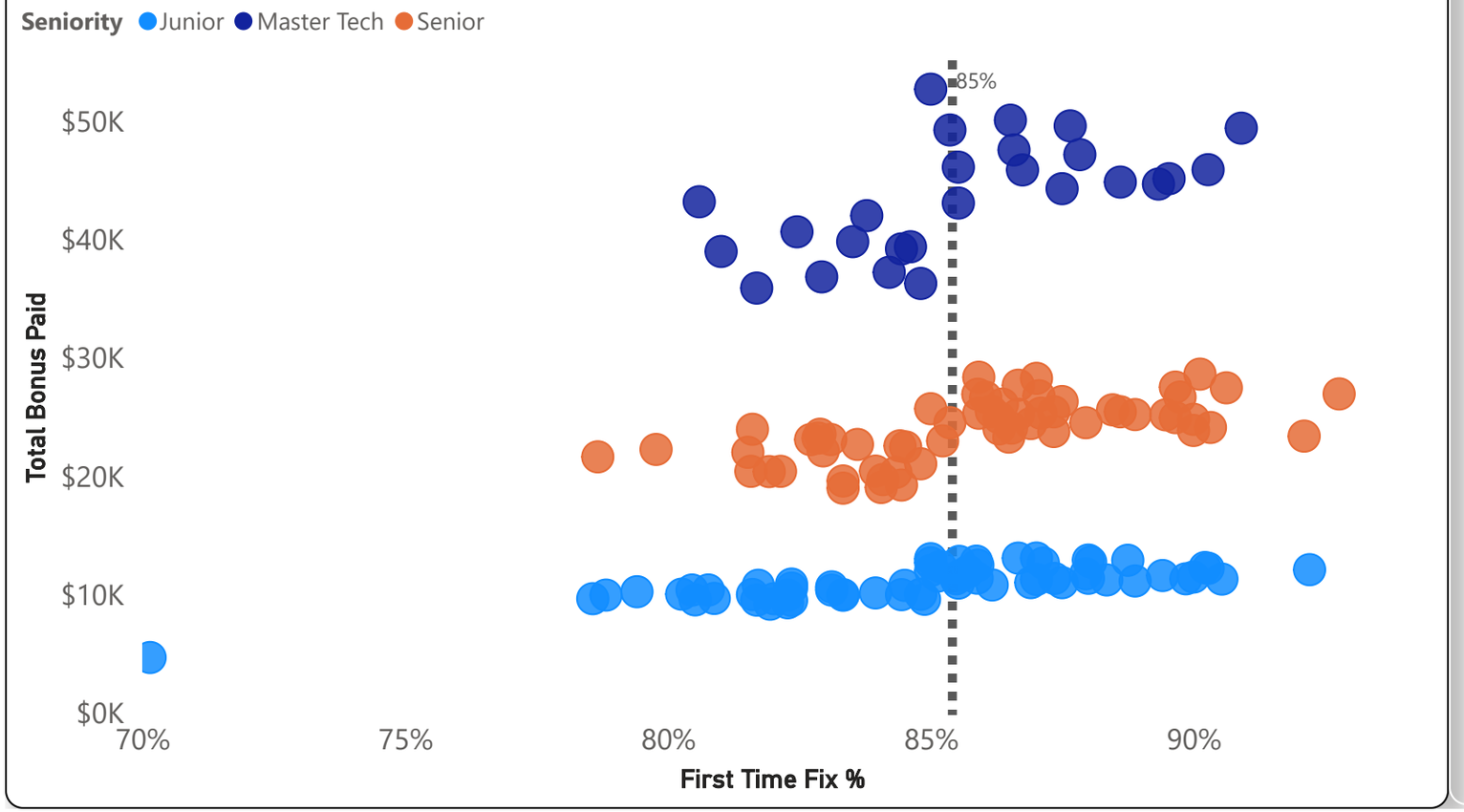
85%

First Time Fix %

Gender Pay Gap %



Bonus Payout vs. Technical Performance



STRATEGIC AUDIT: 2024 INCENTIVE EFFICIENCY

- **Financial Misalignment:** We deployed **$1.67M** in bonuses, yet performance data from the scatter plot reveals a weak **association** between Seniority and First Time Fix Rate. It implies that we are paying our engineers for time, not results, which is not cost-effective.
- **The "Tenure Trap":** 15-Year Master Techs are maintaining an 81% Fix Rate, identical to 2-Year Juniors. The current "Job Level" multiplier is inflating costs without driving efficiency gains.
- **Recommendation:** Immediate pivot to **Outcome-Based Pay**. Cap the tenure multiplier at 1.2x and reallocate the projected **$300k savings** into technical training for the MRI division (High Failure Asset) using the bonus adjustment slider in page 2.

Strategic Scenario Planning

Seniority

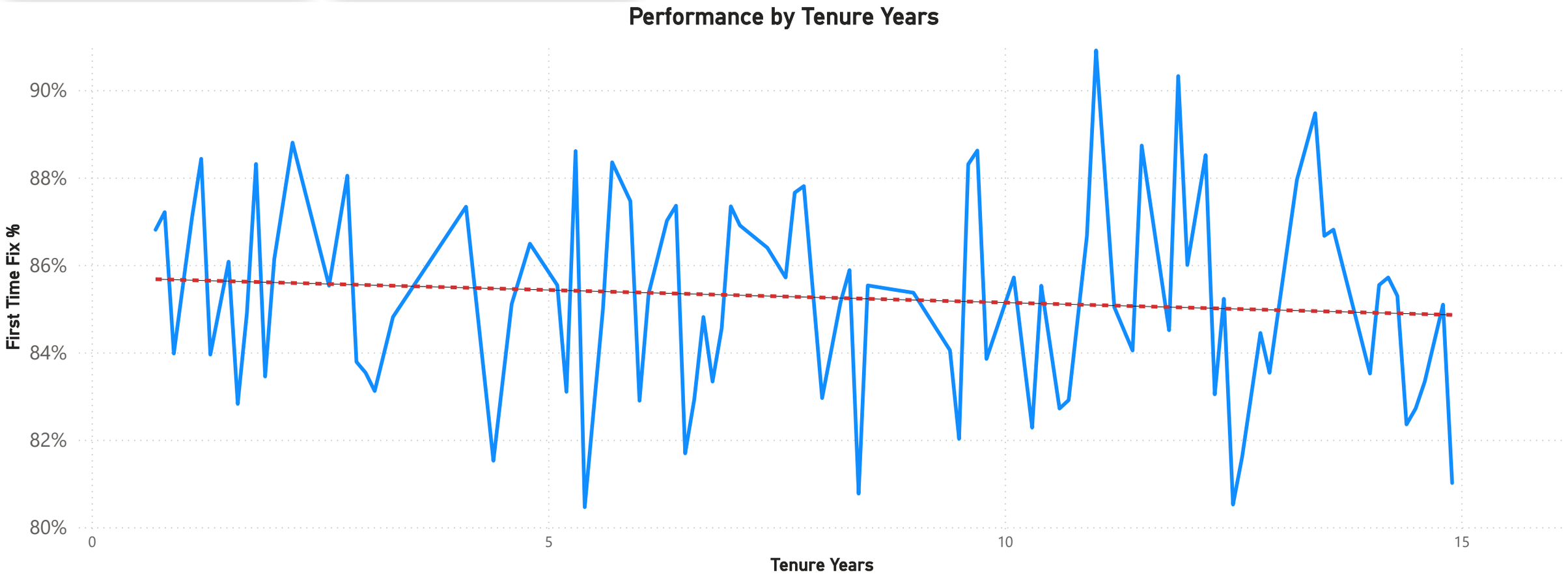
All

Bonus Adjustment

-0%

$3.28M
Total Bonus Paid

$3.28M
Projected Bonus Cost



Technician Performance Detail

Location: All

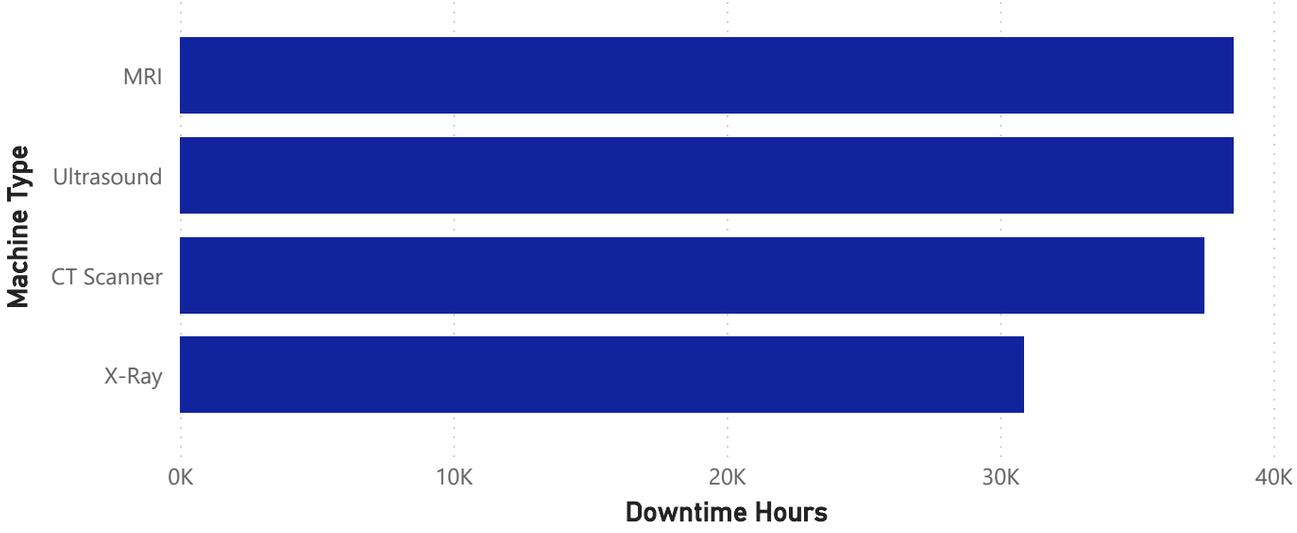
Seniority: All

Name	Gender	Job_Level	Location	First Time Fix %	Total Bonus Paid
Brianna Thornton	Male	Junior	Warsaw	70%	$4,708.20
Bethany Gomez	Male	Junior	Gdansk	79%	$9,676.70
Terry Richardson	Male	Senior	Krakow	79%	$21,658.20
Brianna Butler	Female	Junior	Wroclaw	79%	$9,980.40
John Davis	Male	Junior	Wroclaw	79%	$10,264.70
Kyle Murillo	Male	Senior	Warsaw	80%	$22,284.60
Stephen Morales	Female	Junior	Wroclaw	80%	$10,060.40
Wanda Paul	Female	Junior	Krakow	80%	$10,408.20
Sarah Mccarthy	Male	Junior	Gdansk	81%	$9,575.00
Anthony Ferguson	Male	Master Tech	Warsaw	81%	$43,206.80
Anthony Anderson	Male	Junior	Poznan	81%	$10,412.40
James Thomas	Male	Junior	Wroclaw	81%	$9,698.10
Benjamin Smith	Male	Master Tech	Krakow	81%	$39,006.80
Alexandra Lyons	Female	Senior	Krakow	82%	$22,043.10
Ryan Rice	Female	Senior	Warsaw	82%	$20,435.85
Cheryl Keller	Male	Senior	Gdansk	82%	$23,988.90
Mary Bailey	Male	Junior	Poznan	82%	$10,032.00
Dwayne Collins MD	Male	Junior	Wroclaw	82%	$9,556.90
Hunter Solomon	Female	Master Tech	Warsaw	82%	$35,914.40
Jeffrey Jenkins	Male	Junior	Poznan	82%	$10,811.70
Total				**85%**	**$3,282,004.49**

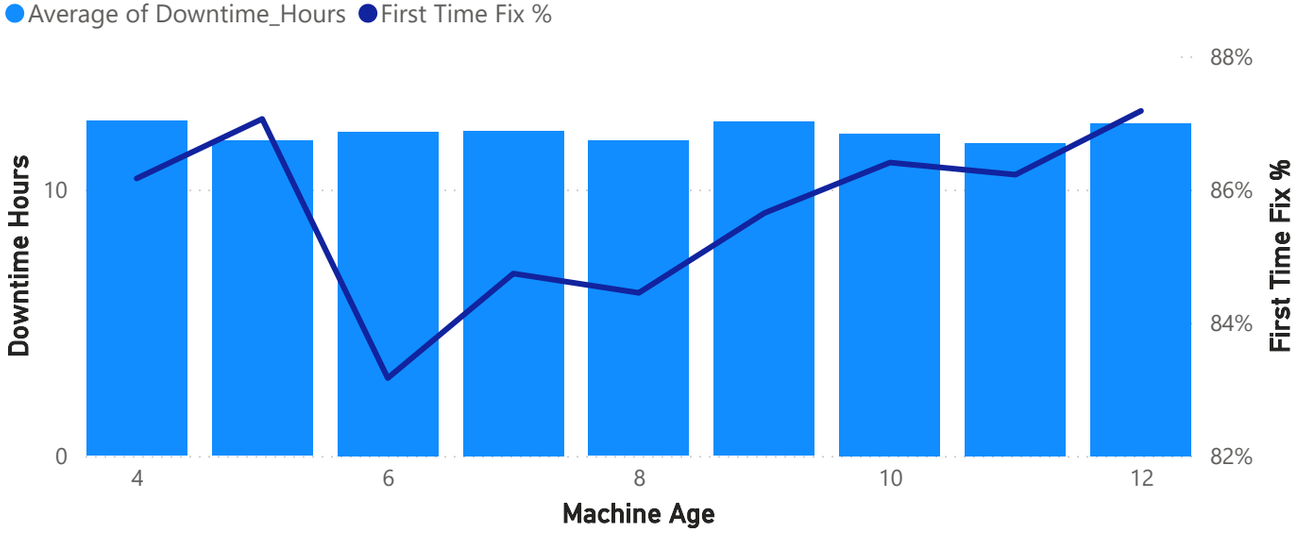
Operational Root Cause Analysis

Employee Comment

Downtime Hours by Machine Type



Downtime by Machine Age



Customer Complaints Analysis

Hospital_Name	Sum of Downtime_Hours	Count of Ticket_ID
Szpital Bennettview	6,547.70	519
Szpital North Maryburgh	4,012.00	277
Szpital Robertchester	3,781.40	296
Szpital Lake Zacharyborough	3,742.60	292
Szpital Duncanside	3,735.60	276
Szpital South Erinview	3,644.80	296
Szpital East Laurenmouth	3,590.40	296
Szpital Port Jamesburgh	3,588.60	299
Szpital Beckfurt	3,579.90	319
Szpital Port Jeremyfort	3,461.50	263
Szpital Heatherfort	3,357.80	292
Szpital Port Adamfort	3,156.60	242
Szpital Evansport	3,120.80	254
Szpital Port Derekbury	3,074.30	238
Szpital Rebeccafurt	3,057.00	236
Szpital Kristinashire	3,048.20	264
Szpital Mcintoshland	3,035.70	246
Szpital Josefurt	2,999.20	251
Szpital Davidhaven	2,979.80	239
Szpital Sandovalmouth	2,926.90	229
Total	**145,409.00**	**12000**

OPERATIONAL RISKS & ASSET STRATEGY

- **Critical Churn Risk: Szpital Bennettview** is our highest-risk customer, leading the ticket complaint list with **519 tickets** and peak downtime. **Recommendation:** Immediate deployment of a dedicated **Customer Success Manager** to this site to resolve outstanding ticket volume and prevent contract cancellation.
- **Mid-Lifecycle Vulnerability:** MRI Scanners are the primary driver of fleet downtime. Age analysis exposes a specific **"Mid-Lifecycle Vulnerability" at Year 6**, where First Time Fix Rate drops **(87% → 83%)**. **Recommendation:** Institute a mandatory **Year-5 Preventative Maintenance (PM) Overhaul** to preempt this mid-cycle reliability drop.
- **Root Cause Analysis:** Technician logs are dominated by **"Software"** and **"Calibration"** resolutions rather than part replacements. **Recommendation:** Accelerate the rollout of **Remote Diagnostic Tools**. A large number of **software tickets** can be resolved remotely, eliminating unnecessary truck rolls and improving margins.