

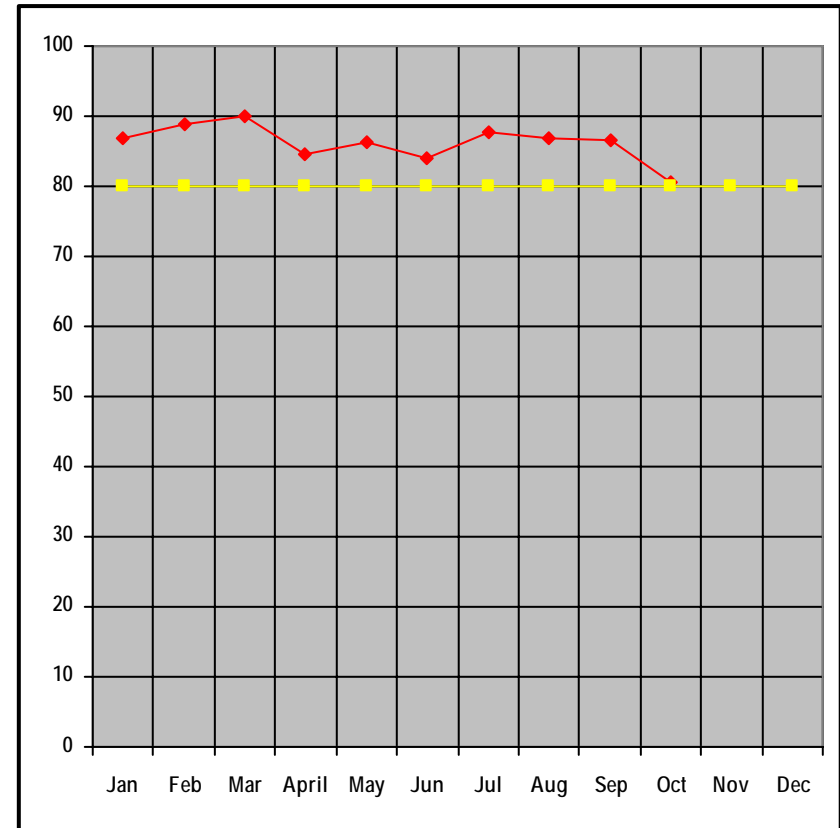
Towards World Class Performance

Oktober 2008

Key Performance Indicators

AREA	Measure (KPI)	2008				
		Target	Target	Actual	Weight	Score
HSE MINDSET	Sick leave (%)	3,5	3,5	2,4	5,0	5,0
	Lost Time Injuries - LTI's	0,0	0,0	2,0	7,5	0,0
	High Risk Potential Incidents	0,0	0,0	0,0	7,5	7,5
	Waste recycling/segreg (% of total)	100,0	100,0	100,0	5,0	5,0
CUSTOMER DRIVE	External funding of R&D budget >50%	100,0	100,0	42,0	5,0	2,1
	Success rate tenders (in%)	100,0	100,0	100,0	5,0	5,0
	Operational factor all services (in %)	98,0	98,0	97,7	15,0	15,0
	Correct deliveries in % (content & time)	100,0	100,0	99,3	5,0	5,0
PEOPLE & TEAMS	Appraisal interviews in % of workforce	100,0	87,0	8,0	4,0	0,4
	Mgmt. participation in team buildings	10,0	9,0	9,0	4,0	4,0
	Synergi reports (expired/reported in %)	5,0	5,0	72,0	3,0	0,2
	>90% of all intern.courses at WA	90,0	90,0	100,0	3,0	3,0
	Turnover <5% of work force	5,0	5,0	2,9	3,0	3,0
	Implem. of operating system all locations	100,0	100,0	70,0	3,0	2,1
DELIVERING RESULTS	Establish International Resource Pool	100,0	100,0	70,0	5,0	3,5
	EBIT (%)	100,0	86,7	130,0	15,0	15,0
	Revenue (%)	100,0	82,0	119,0	5,0	5,0
					100,00	80,70

World Class Index



World Class Index