

Purpose: To provide agents with official quality scores used for awards and incentives based on 12-month rolling average performance. Includes all Traditional surveys plus the addition of Transport Solutions surveys beginning July 1, 2016.

Executive Summary

Transport Solutions surveys were added beginning July 1, 2016 so a portion of the prior year results do not include Transport Solutions

Time Period Evaluated ¹	Your Customer Performance Average (CPA)	Your CPA Rank	Your Willingness to Recommend (WTR %)	Standards Met	Quality Division ²	Size Category
December 2018 - November 2019	4.84	2 out of 17	100%	9 out of 9	Division 1	E1
December 2017 - November 2018	4.64	7 out of 23	90%	9 out of 10	Division 1	E1

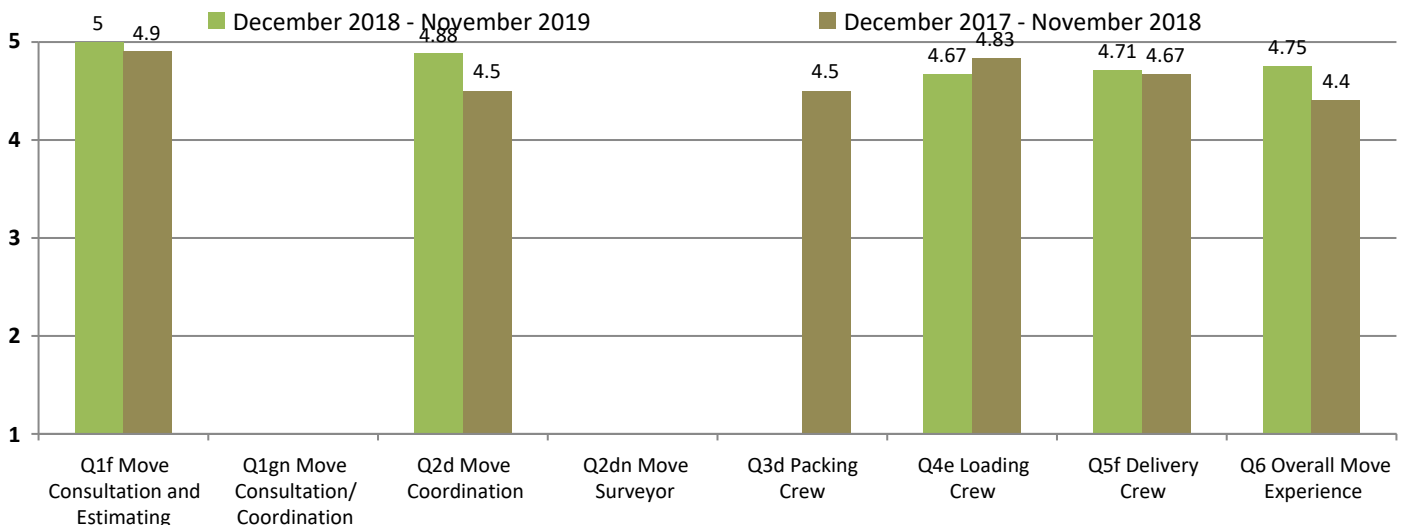
Your Current CPA Summary

Your Current CPA	4.84
Your Current CPA Rank	2 out of 17
Best in Class CPA	4.93
Size Average CPA	4.35
Mayflower Average CPA	4.39

Your Current WTR Summary

Your Current WTR (Top 2 Box %)	100%
Your Current WTR Rank	1 out of 39
Best in Class WTR	100%
Size Average WTR	81%
Mayflower Average WTR	80%

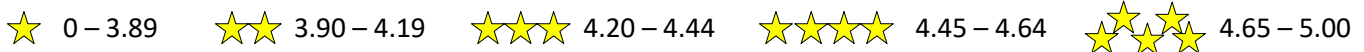
Overall Process Score Summary – Current 12 Month Period vs. Prior 12 Month Period¹



Your Rolling 12-Month Overall Process Star Ratings



Star Achievement Levels



¹ Transport Solutions scores are included in official reporting beginning with the July 1, 2016 Report Date. Any data prior to July 1, 2016 will only include Traditional surveys as reported in prior scorecards.





² Your Quality Division is assigned based on the number of standards evaluated. Quality Division 1 agents have sufficient data to be evaluated on a minimum of nine of the ten standards. Quality Division 2 agents have lack sufficient data to be evaluated on nine or more standards.

Important note: If any scores are blank, there are not sufficient customer survey responses to be evaluated for that particular score.

Standards of Performance Summary¹ Your Performance Based on Customer Survey Results

Standard Number and Description	Standard Met	Your Current Standard Score	Your Rank in Your Class Size	Best in Class Score	Size Average Score	Mayflower Average Score
1 Overall Move Process	Standard Met	4.81	2 out of 38	5	4.26	4.22
2 Move Consultation	Standard Met	5.00	1 out of 38	5	4.53	4.53
3 Estimating	Standard Met	4.92	3 out of 32	4.96	4.53	4.56
4 Move Coordination	Standard Met	4.84	3 out of 38	4.97	4.39	4.39
5 Packing	Unable to Evaluate			4.96	4.39	4.39
6 Loading	Standard Met	4.77	8 out of 33	4.92	4.48	4.51
8 Delivery	Standard Met	4.71	9 out of 32	4.95	4.49	4.50

Your Current Standard Scores above are highlighted based on your performance. Below are the definitions of each color.

	Below Less Than 4.20		Meets Between 4.20 – 4.64		Exceeds Greater than 4.64		Best in Class Best Score in Size
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Your Performance Based on Internal Standard Measures

Standard Number and Description	Your Current Standard Score	Your Star Rating	Minimum Score Requirement
7 Safety Performance Rating	Standard Met		
Safety Performance Rating	13049		Greater Than or Equal to 920
9 Claims Liability	Standard Met		
HHG Claims Liability	0.00		2.50 or Less
Packing Claims Liability	0.00		3.25 or Less
Warehouse Claims Liability	3.20		9.96 or Less
10 RDBS and Quality Labor Certification	Standard Met		
RDBS (Timeliness of Paperwork)	1.33		12.00 Days or Less
Quality Labor Certification	Certified		Training Attended

IMPACT Score

IMPACT Score is a combination of HHG, Packing, and Warehouse Claims Liability percentage.
The lower your IMPACT Score, the better you are doing.

Your Current IMPACT Score	System Average IMPACT Score
0.820%	2.567%

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Important Note: If any scores are blank, there are not sufficient customer survey responses to evaluate your score.