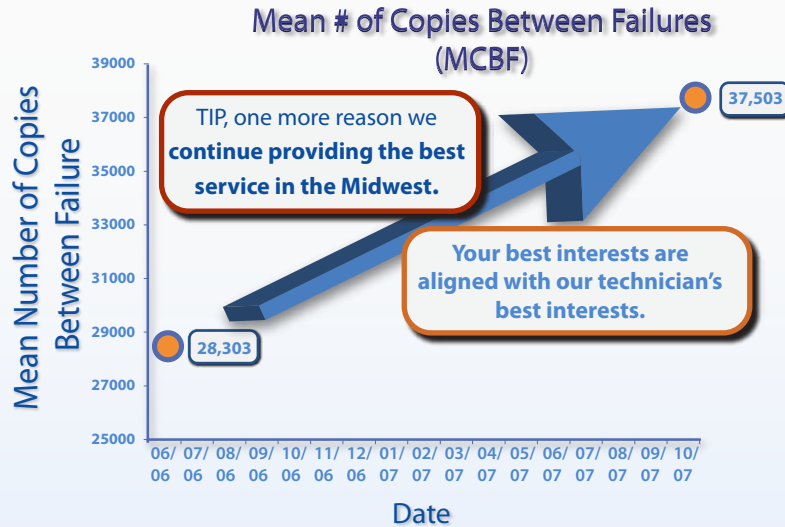


## Why do Metro Sales Technicians Provide the Best Service in the Midwest?

In an effort to **increase customer satisfaction**, we implemented a true bonus-for-performance incentive program for our technicians. This program is called the "Technician Incentive Program", or "TIP".

Under this program, the *longer your machine's uptime* and the *more proactive our technicians are* in replacing parts, the *greater the technician's bonus*. We reward our technicians for going **above-and-beyond the call of duty**; aligning **technician's best interests with your best interests**.



### What does Mean # of Copies Between Failures (MCBF) mean to your organization?

Mean # of Copies Between Failures represents the average number of pages your copier will produce before it returns an error. The higher this number is, the more your office equipment operates as an effective asset and tool and less as a burden.

### How does TIP Improve MCBF?

Internal and third-party data suggests that utilizing this program increases the uptime, efficiency, and functionality of your Metro Sales serviced machine.

## Increase productivity and efficiency



### Your machine stays up and running longer

The graph above shows the mean copies between failures. As you can see, our commitment to the continual improvement of our service allows you to make increasingly more copies before a system error. As our service continues to improve, your office equipment and gets **better uptime and more consistent production levels** for your office equipment and business.



### Your machine operates at peak performance

Our technician will inspect your machine to make sure it's operating at it's highest possible efficiency and do whatever extra work is necessary to make sure your machine is **fully-functional and stays fully functional; so your organization can do the same.**



We are the only company in the area which tracks and applies **Six Sigma** principles to the data we gather. We're always **working to improve** the services we provide to you.

## Imagine...

Imagine going to the auto-mechanic to get your brakes fixed. This auto-shop utilizes the "TIP" program. After your brakes are fixed, your car is fully inspected to make sure it is running at it's highest potential.

The mechanic **replaces** any potentially **worn parts** with **new, top-of-the-line parts**. The rest of your car is tuned up for maximum performance at no extra charge.

### Why does the mechanic go above and beyond what's required?

The mechanic does this because under the "TIP" program, the better your car is running and the less service you need in the future, the better it is for both parties in the end.

