

Service order type	Area	Technician Group	1	2	3	4	5	6	7	8	9	10	11	12	--- ry ---			--- rm ---		
															BJ VJ	BJ	Ist/VJ [%]	BM VJ	BM	Ist/VJ [%]
5.0	A	T1	20	17	19										19	19	4%	16	19	20%
		T2	19	14	24										17	24	43%	14	19	35%
		T3	9	13	19										12	19	59%	10	14	34%
		T4	10	5	18										13	18	36%	11	11	2%
		T5	10	12	10										11	10	-8%	11	11	1%
		T7	-6	-33											17	12	-28%	6	-14	-332%
		T8	14	6	12										10	26	161%	9	10	20%
		T9	20	17											18	-50	-384%	12	18	44%
	total		14	12	18										15	19	27%	12	15	19%
	B	T1	46	12	18	12									15	19	27%	12	15	19%
		T2	13														-		13	-
		T3	30														-		30	-
		T4	13														-		13	-
		T5	0														-		0	-
		T8	100														-		100	-
		T9	33														-		33	-
	total		22													12	-		21	-
total			14													12	-		25	-
6.0	A	41	11	23	26												-		19	-
	total		11														-		33	-

	B	41	0														-		33	-
	total		0														-			-
total			11	23	26												-		19	-

16.0	A	SC	24	23	26												-		19	-
	total		24														-			-
	B	SC	12														-		0	-
	total		12														-			-
total			24	26	-50												-		25	-

18.0	A	T9		26	-50												-		24	-
	total																-			-
total																	-		12	-