

## Spare parts key performance indicators

**FASSI**

In stock?	Location	Order deadline	Despatch	Delivery*
Yes	European distribution centre (>85% availability on 16,000 lines)	1300 GMT	24-48 hrs (70% same day)	24 hrs air freight
				72 hrs truck freight
No	Made to order pipes / hoses	n/a	72 hrs	24 hrs air freight
No	Back order / made to order	n/a	To be advised	

- Delivery\*
1. Subject to courier performance
  2. Excluding weekends