



Konica Minolta Business Solutions U.S.A., Inc.

SPC Evaluation Report

Service calls, down time, and average response time have all improved this year. Average response time went from 5.2 hours last year to 2.2 hours this year. Service calls are down from 10. Uptime has also improved slightly. Everything seems to be running quite well.

Customer Service History Report

Status of Data	5/5/2020
Sold To Month (MM/YYYY)	Town of Kittery JULY 2019 - JUNE 2020

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls	Avg Copies between All Service Calls incl PM*	Avg Response Time	Tot Hrs Down	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age as of 5/2020
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120136007	Black Photocopier	0	0	0.0	0.0	100.00 %	73		
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120137027	Black Photocopier	0	0	0.0	0.0	100.00 %	247		
	TOTALS FOR MODEL		BIZ25E		Black Photocopier	0	0	0.0	0.0	100.00 %	160	9/1/2013	6.75
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	BIZ4050	A6VF011005286	Black Printer	0	0	0.0	0.0	100.00 %	5		
	TOTALS FOR MODEL		BIZ4050		Black Printer	0	0	0.0	0.0	100.00 %	5	2/1/2014	6.25
KITTERY SEWER	18 DENNETT RD	KITTERY	BIZ454E	A61E011006489	Black Photocopier	0	0	0.0	0.0	100.00 %	488		
	TOTALS FOR MODEL		BIZ454E		Black Photocopier	0	0	0.0	0.0	100.00 %	488	11/1/2013	6.75
KITTERY HIGHWAY	200 ROGERS RD	KITTERY	C368	A7PU011001435	Color Photocopier	1	7,356	3.9	5.2	99.74 %	2,096		
	TOTALS FOR MODEL				Color Photocopier	1	77,924	3.9	5.2	99.74 %	2,096	8/1/2015	4.75
KITTERY POLICE	200 ROGERS RD	KITTERY	C454E	A5C0011023858	Color Photocopier	4	11,792	1.1	4.0	99.80 %	6,131		
KITTERY RECREATION	120 ROGERS RD EXT	KITTERY	C454E	A5C0011023909	Color Photocopier	1	35,020	1.3	2.5	99.88 %	5,679		
			C454E		Color Photocopier	5	23,406	1.2	6.5	99.84 %	5,905	11/1/2013	6.75
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011637	Color Photocopier	0	0	0.0	0.0	100.00 %	8,403		
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011741	Color Photocopier	1	293,396	2.6	4.0	99.80 %	7,763		
	TOTALS FOR MODEL		C654E		Color Photocopier	1	293,396	2.6	4.0	99.90 %	8,083	7/1/2013	7
KITTERY SEWER	18 DENNETT RD	KITTERY	MC4750DN	A0VD012000165	Color Printer	0	0	0.0	0.0	100.00 %	1		
	TOTALS FOR MODEL		MC4750DN		Color Printer	0	0	0.0	0.0	100.00 %	1	9/1/2010	10.25
GRAND TOTALS						7	86,891	2.2	15.7	99.92 %	3,089		

- This color represents TOTALS in these columns
- This color represents totals and averages for a MODEL of machine
- This color represents totals and averages for all equipment.
- This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period