



January 20, 2010

Dear Mazda Parts Supplier,

Our #1 goal at Mazda is to improve customer satisfaction for Mazda vehicle owners. Reliable parts availability is a critical component of excellent customer satisfaction, which cannot be achieved without consistent delivery performance from our suppliers. In an effort to improve Mazda's supplier delivery performance through the use of enhanced delivery information and monitoring tools, we are excited to announce the launch of the new Mazda Delivery Scorecard (MDS).

What is the Mazda Delivery Scorecard?

The Mazda Delivery Scorecard (MDS) system measures each supplier's performance across key service parts delivery areas; such as, on-time shipping, past due order recovery, and shipment data integrity. In the MDS system, each supplier earns a delivery performance score as compared to Mazda's objectives across the following three categories:

1. On-Time Performance – the supplier's ability to ship parts within ± 7 calendar days of the lead time quoted by the supplier to Mazda. *Mazda's minimum requirement is 92% on-time shipment performance.*
2. Past Due Performance – the supplier's ability to recover from past due orders and ship parts within 21 days beyond the due date. *Mazda requires less than 10% of open past due orders older than 21 days.*
3. Advanced Shipment Notice (ASN) Performance – measures the integrity of the ASN / shipment data sent electronically to Mazda. *Mazda requires ASN submission accuracy of 96% or higher.*

The MDS system also features several useful tools and reports designed to give suppliers greater visibility to Mazda's order requirements and supplier performance at any point in time.

How do I access the Mazda Delivery Scorecard?

To get started, please set up a Web Secure Logon ID with Mazda by following the procedure at this link: http://suppliers.mazdausa.com/Library/SP_WSL_Setup.pdf.

The MDS system will be made available to every active parts supplier via the MNAO On-Line Supplier Portal at: https://portal.mazdausa.com/prod2/servlet/Supplier?id=INDEX_PAGE. Please use this link to access the MDS system and begin acclimating yourself with the website and available tools.

A Mazda Supply Chain representative will be contacting your company between February 1st and March 31st to provide you with a thorough overview of the MDS system and address any questions you may have.

If you need additional assistance or have questions or concerns regarding the MDS system, please contact us at partsdeliveryperformance@mazdausa.com.

Thank you in advance for your cooperation and participation. We look forward to working together with you to continuously improve Mazda's parts availability performance in support of excellent customer satisfaction.

Best regards,

A handwritten signature in black ink, appearing to read 'R. Matthews'.

Ryan Matthews,
Group Manager, Inventory & Supply
Mazda North American Operations