

Resumen de Rendimiento por Centro y Asignación																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
1	002812(328)-CERVANTES	10.00	1 / 0	100%			10 / 0	100%	1 / 0	100%			1 / 0	100%	1 / 0	100%
1	004701(747)-VALLADOLID BCA	10.00	1 / 0	100%			48 / 0	100%	3 / 0	100%			1 / 0	100%	1 / 0	100%
3	003990(039)-SANTANDER	9.98	1431 / 3	99,79%	39 / 0	100%	143 / 0	100%	1831 / 16	99,13%			924 / 2	99,78%	1435 / 0	100%
3	005293(940)-PORTO	9.98	1685 / 9	99,47%	22 / 0	100%	1838 / 1	99,95%	1924 / 8	99,58%			819 / 1	99,88%	1829 / 0	100%
5	002889(128)-PINTO	9.96					238 / 2	99,16%	159 / 0	100%						
6	002496(824)-LEON	9.94	810 / 1	99,88%	18 / 0	100%	571 / 2	99,65%	1003 / 10	99%			273 / 7	97,44%	874 / 0	100%
7	001301(313)-CIUDAD REAL MCH	9.84	852 / 4	99,53%	34 / 1	97,06%	126 / 1	99,21%	1560 / 44	97,18%			288 / 2	99,31%	996 / 16	98,39%
8	004645(546)-VALENCIA LDO	9.80	10 / 0	100%			289 / 2	99,31%	13 / 0	100%			8 / 1	87,5%	11 / 0	100%
9	003190(031)-PAMPLONA	9.75	1209 / 12	99,01%	36 / 1	97,22%	518 / 0	100%	1642 / 57	96,53%			746 / 68	90,88%	1227 / 3	99,76%
10	002602(526)-ARNEDO JXP	8.94	173 / 1	99,42%	2 / 0	100%	8 / 0	100%	218 / 8	96,33%			112 / 12	89,29%	177 / 11	93,79%
11	000344(103)-VILLENÁ	8.79	176 / 2	98,86%	6 / 0	100%	287 / 0	100%	339 / 8	97,64%			126 / 39	69,05%	238 / 1	99,58%
11	004520(545)-SESEÑA	8.79	487 / 4	99,18%	38 / 0	100%	86 / 0	100%	780 / 22	97,18%			189 / 62	67,2%	604 / 0	100%
13	000910(109)-ARANDA JJM	8.72	21 / 1	95,24%	1 / 0	100%	6 / 0	100%	111 / 2	98,2%			11 / 3	72,73%	93 / 0	100%
14	000894(108)-CIM VALLES	8.71	7957 / 216	97,29%	377 / 6	98,41%	576 / 0	100%	10842 / 199	98,16%			4889 / 1065	78,22%	8115 / 159	98,04%
15	002990(729)-MALAGA	8.70	2711 / 87	96,79%	93 / 2	97,85%	1153 / 2	99,83%	4926 / 90	98,17%			1533 / 552	63,99%	2819 / 3	99,89%
16	000390(703)-ALICANTE	8.67	2484 / 150	93,96%	221 / 0	100%	9085 / 30	99,67%	5700 / 132	97,68%			1555 / 601	61,35%	2614 / 0	100%
16	000892(008)-BARCELONA	8.67	34 / 1	97,06%	88 / 0	100%	13085 / 73	99,44%	10760 / 517	95,2%			24 / 9	62,5%	33 / 1	96,97%
18	004590(045)-TOLEDO	8.10	605 / 13	97,85%	19 / 0	100%	329 / 1	99,7%	1259 / 81	93,57%			77 / 9	88,31%	621 / 0	100%
19	002391(023)-JAEN	8.07	1229 / 4	99,67%	42 / 1	97,62%	2421 / 43	98,22%	4091 / 497	87,85%			892 / 89	90,02%	1284 / 17	98,68%
20	001790(017)-GERONA	8.06	1317 / 41	96,89%	61 / 1	98,36%	2003 / 1	99,95%	1902 / 294	84,54%			818 / 84	89,73%	1410 / 4	99,72%
21	005203(950)-VILA REAL	7.73	155 / 2	98,71%			12 / 0	100%	206 / 20	90,29%			48 / 0	100%	173 / 1	99,42%
22	005204(960)-GUARDA	7.70	116 / 0	100%			2 / 0	100%	233 / 27	88,41%			61 / 3	95,08%	203 / 1	99,51%
23	002690(026)-LOGROÑO	7.68	240 / 2	99,17%	12 / 2	83,33%	46 / 0	100%	259 / 1	99,61%			130 / 1	99,23%	231 / 1	99,57%
24	002090(720)-SAN SEBASTIAN	7.66	1576 / 7	99,56%	33 / 2	93,94%	7234 / 0	100%	2055 / 47	97,71%			1106 / 9	99,19%	1622 / 0	100%
25	000790(007)-PALMA DE MALLORCA	7.64	2615 / 12	99,54%	60 / 19	68,33%	226 / 0	100%	3470 / 102	97,06%			1727 / 20	98,84%	2782 / 12	99,57%

RANKING DE CALIDAD DE LOS SERVICIOS DE ATENCIÓN AL CLIENTE (SAC) DE LAS EMPRESAS DE SERVICIOS DE ALQUILER DE VEHÍCULOS (SAV) DE LA COMUNIDAD DE MADRID																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
26	001403(414)-MONTILLA	7.58	54 / 0	100%	9 / 3	66,67%	24 / 0	100%	128 / 5	96,09%			42 / 2	95,24%	97 / 1	98,97%
27	002596(025)-LLEIDA	7.57	651 / 2	99,69%	33 / 1	96,97%	75 / 0	100%	1019 / 19	98,14%			387 / 35	90,96%	714 / 0	100%
28	000102(301)-VITORIA TRB	7.56	103 / 3	97,09%	20 / 1	95%	31 / 0	100%	694 / 10	98,56%			17 / 1	94,12%	549 / 0	100%
29	005205(970)-EVORA	7.50	443 / 14	96,84%			2 / 0	100%	591 / 32	94,59%			238 / 25	89,5%	450 / 10	97,78%
30	004001(740)-SEGOVIA HNE	7.42	1 / 0	100%	1 / 1	0%	2 / 0	100%	1 / 0	100%					1 / 0	100%
31	004901(749)-ZAMORA EBT	7.35	365 / 0	100%	10 / 0	100%	93 / 0	100%	713 / 711	,28%			332 / 23	93,07%	493 / 450	8,72%
32	005002(060)-CALATAYUD	7.14	192 / 0	100%	2 / 0	100%	18 / 0	100%	212 / 17	91,98%			119 / 23	80,67%	192 / 1	99,48%
33	002952(829)-ANTEQUERA	7.12	198 / 2	98,99%	8 / 0	100%	327 / 0	100%	333 / 29	91,29%			103 / 40	61,17%	219 / 0	100%
34	004704(447)-VALLADOLID XL	7.10	25 / 0	100%	6 / 0	100%	6 / 0	100%	19 / 7	63,16%					9 / 9	0%
35	000290(502)-ALBACETE HIS	7.07	596 / 17	97,15%	106 / 0	100%	464 / 0	100%	1049 / 53	94,95%			469 / 105	77,61%	651 / 3	99,54%
36	001296(012)-CASTELLON	7.03	546 / 20	96,34%	20 / 0	100%	15268 / 261	98,29%	999 / 79	92,09%			470 / 115	75,53%	588 / 0	100%
37	000210(202)-ALBACETE APK	7.02	36 / 2	94,44%	1 / 0	100%	6 / 0	100%	75 / 11	85,33%			18 / 8	55,56%	47 / 0	100%
38	004890(048)-BILBAO	6.53	1973 / 15	99,24%	65 / 4	93,85%	190 / 0	100%	2531 / 42	98,34%			1272 / 167	86,87%	1948 / 1	99,95%
38	005292(930)-COIMBRA	6.53	1110 / 15	98,65%	14 / 0	100%	2944 / 187	93,65%	1634 / 312	80,91%			557 / 3	99,46%	1134 / 1	99,91%
40	001506(115)-POCOMACO XL	6.52	1349 / 16	98,81%	54 / 25	53,7%	146 / 0	100%	1413 / 10	99,29%			907 / 120	86,77%	1361 / 13	99,04%
41	001302(713)-DAIMIEL	6.51	501 / 3	99,4%	23 / 1	95,65%	123 / 0	100%	929 / 24	97,42%			298 / 154	48,32%	569 / 1	99,82%
42	001490(714)-CORDOBA	6.50	886 / 90	89,84%	47 / 0	100%	622 / 6	99,04%	1812 / 57	96,85%			475 / 194	59,16%	921 / 0	100%
43	003201(432)-ORENSE CEN	6.45	587 / 10	98,3%	16 / 3	81,25%	438 / 0	100%	855 / 40	95,32%			253 / 64	74,7%	658 / 0	100%
44	003390(033)-ASTURIAS	6.44	1206 / 32	97,35%	29 / 6	79,31%	169 / 4	97,63%	1490 / 27	98,19%			780 / 127	83,72%	1248 / 0	100%
45	001702(517)-FIGUERES	6.42	84 / 3	96,43%	9 / 2	77,78%	47 / 0	100%	129 / 5	96,12%			56 / 14	75%	130 / 1	99,23%
46	003402(434)-PALENCIA XL	6.41	1167 / 54	95,37%	46 / 29	36,96%	42 / 0	100%	1267 / 33	97,4%			888 / 144	83,78%	1300 / 12	99,08%
47	000601(506)-BADAJOZ MGL	6.38	1464 / 97	93,37%	47 / 17	63,83%	159 / 0	100%	2076 / 25	98,8%			159 / 85	46,54%	1570 / 40	97,45%
48	001804(518)-BAZA	6.35	385 / 23	94,03%	22 / 15	31,82%	35 / 0	100%	524 / 26	95,04%			198 / 130	34,34%	420 / 0	100%
49	005001(350)-ZARAGOZA TAC	6.34	2232 / 111	95,03%	133 / 17	87,22%	11997 / 234	98,05%	10423 / 480	95,39%			1275 / 294	76,94%	2320 / 20	99,14%
50	000201(402)-ALBACETE HIC	6.30	13 / 0	100%			4 / 0	100%	18 / 3	83,33%			7 / 1	85,71%	15 / 0	100%

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50	002409(224)-PONFERRADA REP	6.30	1 / 0	100%			3 / 0	100%	5 / 5	0%			4 / 3	25%	3 / 0	100%
52	000302(403)-ALICANTE VDA	6.00	72 / 0	100%	3 / 1	66,67%	10 / 0	100%	26 / 3	88,46%			12 / 0	100%	80 / 0	100%
53	005291(910)-LISBOA	5.84	3098 / 30	99,03%	48 / 11	77,08%	305 / 8	97,38%	4890 / 1439	70,57%			1761 / 140	92,05%	3344 / 12	99,64%
54	004690(046)-VALENCIA	5.81	7505 / 27	99,64%	314 / 35	88,85%	17470 / 485	97,22%	10619 / 880	91,71%			2288 / 259	88,68%	8263 / 16	99,81%
55	000893(708)-BARCELONA	5.26	82 / 6	92,68%	49 / 0	100%	7654 / 522	93,18%	203 / 22	89,16%			70 / 22	68,57%	90 / 0	100%
56	003690(036)-PONTEVEDRA	5.12	2145 / 3	99,86%	66 / 19	71,21%	270 / 0	100%	2529 / 190	92,49%			546 / 9	98,35%	2198 / 1732	21,2%
57	003602(836)-PONTEVEDRA RAP	5.00					2 / 0	100%	1 / 1	0%						
58	001418(514)-POZOBLANCO MEH	4.86	129 / 30	76,74%	1 / 0	100%	9 / 0	100%	210 / 24	88,57%			137 / 102	25,55%	139 / 0	100%
60	003090(730)-MURCIA	4.81	2036 / 211	89,64%	81 / 1	98,77%	2736 / 24	99,12%	3660 / 393	89,26%			1235 / 859	30,45%	2110 / 11	99,48%
61	002190(021)-HUELVA	4.73	844 / 13	98,46%	31 / 25	19,35%	112 / 9	91,96%	1175 / 58	95,06%			206 / 29	85,92%	957 / 10	98,96%
62	001990(719)-GUADALAJARA	4.72	695 / 43	93,81%	19 / 1	94,74%	267 / 0	100%	1580 / 227	85,63%			149 / 55	63,09%	755 / 0	100%
63	001191(561)-ALGECIRAS	4.71	455 / 28	93,85%	25 / 5	80%	100 / 0	100%	873 / 472	45,93%			374 / 142	62,03%	513 / 2	99,61%
64	001690(016)-CUENCA	4.69	1029 / 76	92,61%	32 / 9	71,88%	318 / 0	100%	1509 / 188	87,54%			606 / 243	59,9%	1069 / 0	100%
65	000349(303)-ALICANTE ESE	4.27	452 / 79	82,52%	26 / 15	42,31%	85 / 0	100%	765 / 8	98,95%			332 / 208	37,35%	513 / 0	100%
66	003701(537)-SALAMANCA EUP	4.25	506 / 75	85,18%	20 / 3	85%	124 / 0	100%	807 / 18	97,77%			321 / 211	34,27%	616 / 0	100%
67	001509(215)-SANTIAGO DE COMPOSTE...	4.20	336 / 32	90,48%	14 / 2	85,71%	305 / 0	100%	537 / 25	95,34%			82 / 31	62,2%	399 / 4	99%
68	001201(412)-CASTELLON NORTE	4.19	630 / 75	88,1%	35 / 2	94,29%	159 / 1	99,37%	966 / 38	96,07%			347 / 100	71,18%	660 / 15	97,73%
69	001890(718)-GRANADA	4.18	1628 / 132	91,89%	57 / 2	96,49%	1684 / 10	99,41%	2646 / 100	96,22%			1135 / 353	68,9%	1731 / 65	96,24%
70	000402(504)-ALMERIA GUI	4.17	808 / 130	83,91%	39 / 31	20,51%	131 / 0	100%	1250 / 56	95,52%			525 / 347	33,9%	895 / 43	95,2%
70	000590(005)-AVILA	4.17	420 / 70	83,33%	15 / 10	33,33%	109 / 2	98,17%	750 / 34	95,47%			237 / 173	27%	449 / 2	99,55%
72	001701(717)-GERONA PTL	3.97	179 / 2	98,88%	9 / 6	33,33%	31 / 0	100%	281 / 74	73,67%			15 / 5	66,67%	191 / 78	59,16%
73	005209(935)-AVEIRO XL	3.95	254 / 5	98,03%	38 / 9	76,32%	156 / 0	100%	488 / 40	91,8%			14 / 4	71,43%	405 / 24	94,07%
74	003003(530)-MURCIA TJC	3.91	273 / 11	95,97%	11 / 3	72,73%	51 / 0	100%	520 / 37	92,88%			195 / 43	77,95%	303 / 86	71,62%
75	002321(823)-ANDUJAR	3.90	112 / 5	95,54%	15 / 3	80%	71 / 0	100%	174 / 12	93,1%			90 / 32	64,44%	115 / 7	93,91%
76	002893(028)-MADRID	3.85	7047 / 291	95,87%	446 / 32	92,83%	27422 / 918	96,65%	18387 / 1800	90,21%			3507 / 471	86,57%	7772 / 497	93,61%

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Indicadores de Rendimiento y Calidad																
Rank LN	Centro	Nota	Calidad T/Err	% Calidad	Rec. Ord T/Err.	% Rec. Ord.	Lec. Sal. T/Err	% Lec. Sal.	Lec Lle T/Err.	% Lec. Lle.	Movilidad T/Err	% Movilidad	24h T/Err.	% 24H	Pod T/Err.	% POD
77	002884(228)-ACDC XL	3.79	4601 / 329	92,85%	150 / 63	58%	15130 / 415	97,26%	8991 / 1574	82,49%			2829 / 1211	57,19%	4232 / 1410	66,68%
78	000771(771)-IBIZA A24	3.39	940 / 158	83,19%	13 / 11	15,38%	88 / 0	100%	1323 / 32	97,58%			653 / 461	29,4%	1021 / 121	88,15%
79	001003(710)-MONFRAGUE	3.36	402 / 234	41,79%	24 / 22	8,33%	82 / 0	100%	892 / 36	95,96%			297 / 231	22,22%	743 / 111	85,06%
80	002601(426)-LOGROÑO TJO	3.12	364 / 65	82,14%	28 / 0	100%	673 / 58	91,38%	873 / 82	90,61%			262 / 141	46,18%	378 / 12	96,83%
81	003302(733)-ASTURIAS TOL	2.57	466 / 158	66,09%	11 / 2	81,82%	187 / 0	100%	705 / 121	82,84%			202 / 126	37,62%	526 / 0	100%
82	001190(711)-CADIZ	2.55	1232 / 377	69,4%	174 / 40	77,01%	2676 / 0	100%	2378 / 148	93,78%			778 / 375	51,8%	1366 / 36	97,36%
58	-BENAVENTE	2.43					2927 / 82	97,2%	3395 / 1351	60,21%						
92	-BURGOS SLB	2.43					54 / 22	59,26%	9 / 9	0%						
83	000404(204)-ALMERIA XP	2.22	2 / 1	50%			407 / 0	100%	130 / 44	66,15%			2 / 2	0%	2 / 1	50%
83	002201(422)-BARBASTRO	2.22	228 / 96	57,89%			31 / 0	100%	395 / 355	10,13%			208 / 182	12,5%	253 / 95	62,45%
85	001504(515)-CORUÑA ACN	2.21	4 / 1	75%			139 / 1	99,28%	9 / 4	55,56%			5 / 2	60%	6 / 2	66,67%
86	004190(041)-SEVILLA	2.15	2342 / 143	93,89%	105 / 10	90,48%	5280 / 370	92,99%	6042 / 511	91,54%			1633 / 771	52,79%	2402 / 278	88,43%
87	002720(527)-LUGO NORTE	1.71	541 / 200	63,03%	15 / 5	66,67%	190 / 0	100%	903 / 117	87,04%			246 / 156	36,59%	620 / 83	86,61%
87	005206(980)-FARO	1.71	490 / 40	91,84%	7 / 3	57,14%	26 / 0	100%	667 / 158	76,31%			279 / 95	65,95%	521 / 91	82,53%
89	000914(809)-BURGOS GGC	1.70	493 / 140	71,6%	19 / 12	36,84%	166 / 1	99,4%	665 / 70	89,47%			331 / 265	19,94%	594 / 39	93,43%
89	004008(840)-SEGOVIA	1.70	252 / 89	64,68%	10 / 9	10%	119 / 1	99,16%	658 / 142	78,42%			242 / 189	21,9%	297 / 53	82,15%
91	004390(043)-TARRAGONA	.82	1714 / 383	77,65%	101 / 59	41,58%	2177 / 673	69,09%	2486 / 438	82,38%			913 / 527	42,28%	1775 / 72	95,94%
92	000433(804)-EL EJIDO	.00	411 / 95	76,89%	16 / 10	37,5%	28 / 7	75%	768 / 77	89,97%			350 / 215	38,57%	476 / 60	87,39%
92	003590(035)-LAS PALMAS	.00	188 / 25	86,7%	1 / 1	0%	226 / 198	12,39%	139 / 28	79,86%			142 / 61	57,04%	202 / 189	6,44%
92	003890(038)-TENERIFE	.00	176 / 21	88,07%	6 / 5	16,67%	28 / 28	0%	273 / 228	16,48%			190 / 83	56,32%	190 / 174	8,42%