

We have achieved the following performance standards:

Target	2009 Target	2009 Performance											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% of calls answered in 10 seconds	> 80.0	91.5	92.2	91.6	93.4	92.3	94.8	93.2	93.2	93.4	93.0	92.4	91.7
% of calls answered in 20 seconds	> 90.0	94.4	94.9	93.9	95.4	94.6	96.9	95.6	95.3	95.6	94.7	94.9	94.8
% of calls answered in 30 seconds	> 95.0	95.7	96.0	95.4	96.6	95.9	97.7	96.7	96.2	96.8	95.9	95.9	96.0
% of calls abandoned	< 2.0	1.0	0.7	1.2	0.9	0.7	0.7	1.2	0.6	0.9	0.9	0.9	0.8
Average time to answer in seconds	6 max	5	5	5	5	5	5	5	4	5	5	5	5
Average order turnaround	2 days max	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complaints as % of order lines dispatched	< 1.15	1.89	1.66	1.32	1.40	1.66	1.47	1.32	2.02	1.32	1.63	1.32	1.33
Average time to resolve complaint	< 5 days	2.6	2.4	2.8	2.3	2.8	2.4	2.5	2.6	2.5	2.5	2.7	2.5
Number of upheld complaints logged	n/a	627	564	535	443	519	531	476	470	377	474	402	312