

We have achieved the following performance standards this year:

Target	2007 Target	2007 Performance YTD											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% of calls answered in 10 seconds	> 80.0	91.4	95.1	93	92.8	93.9	91.9	92.2	93.9	90.9	88.6	92.8	91.0
% of calls answered in 20 seconds	> 90.0	93.8	96.5	94.9	94.8	95.6	94	94.4	96	93.7	91.4	95.2	94.0
% of calls answered in 30 seconds	> 95.0	95.3	97.3	96.2	96	96.6	95.2	95.6	96.7	95	93.0	96.3	95.3
% of calls abandoned	< 2.0	2.2	0.6	1	0.9	0.9	1.2	1.1	1.3	1.8	1.5	0.9	1.8
Average time to answer in seconds	6 max	9	7	8	8	12	10	9	6	10	10	6	7
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	1.07	1.26	0.83	1.66	1.29	1.30	1.76	2	1.76	2.26	2.45	2.96
Average time to resolve complaint	< 5 days	2.3	2.1	2	3	2.3	2.4	2.8	2.8	1.84	3	2.4	3.3
Number of upheld complaints logged	n/a	565	561	464	689	651	588	715	730	644	891	965	683