

We have achieved the following performance standards so far this year:

Target	2006 Target	2006 Performance YTD											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% of calls answered in 10 seconds	> 80.0	91.9	93.6	92.9	93	90.9	92.5	92.9	91.5	90.0	92.8	92.9	94.2
% of calls answered in 20 seconds	> 90.0	95.5	96.2	95.6	95.4	93.6	94.7	95.2	94.1	92.3	94.7	94.7	96.1
% of calls answered in 30 seconds	> 95.0	97.0	97.4	96.8	96.7	95.3	96.2	96.5	95.5	94.2	95.8	95.8	97.1
% of calls abandoned	< 2.0	0.7	0.6	0.6	0.7	1.1	0.7	0.6	1.0	1.1	1.0	1.29	2.2
Average time to answer in seconds	6 max	6	6	6	6	7	7	6	8	10	7	7	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	< 1.25	1.2	1.3	1.0	1.26	0.79	1.08	1.18	1.28	1.12	1.44	1.14	1.0
Average time to resolve complaint	< 5 days	2.5	2.2	2.3	2.6	2.4	2.0	2.0	2.0	2.1	1.9	2.7	2.3
Number of upheld complaints logged	n/a	708	660	716	554	587	638	653	617	549	591	574	411