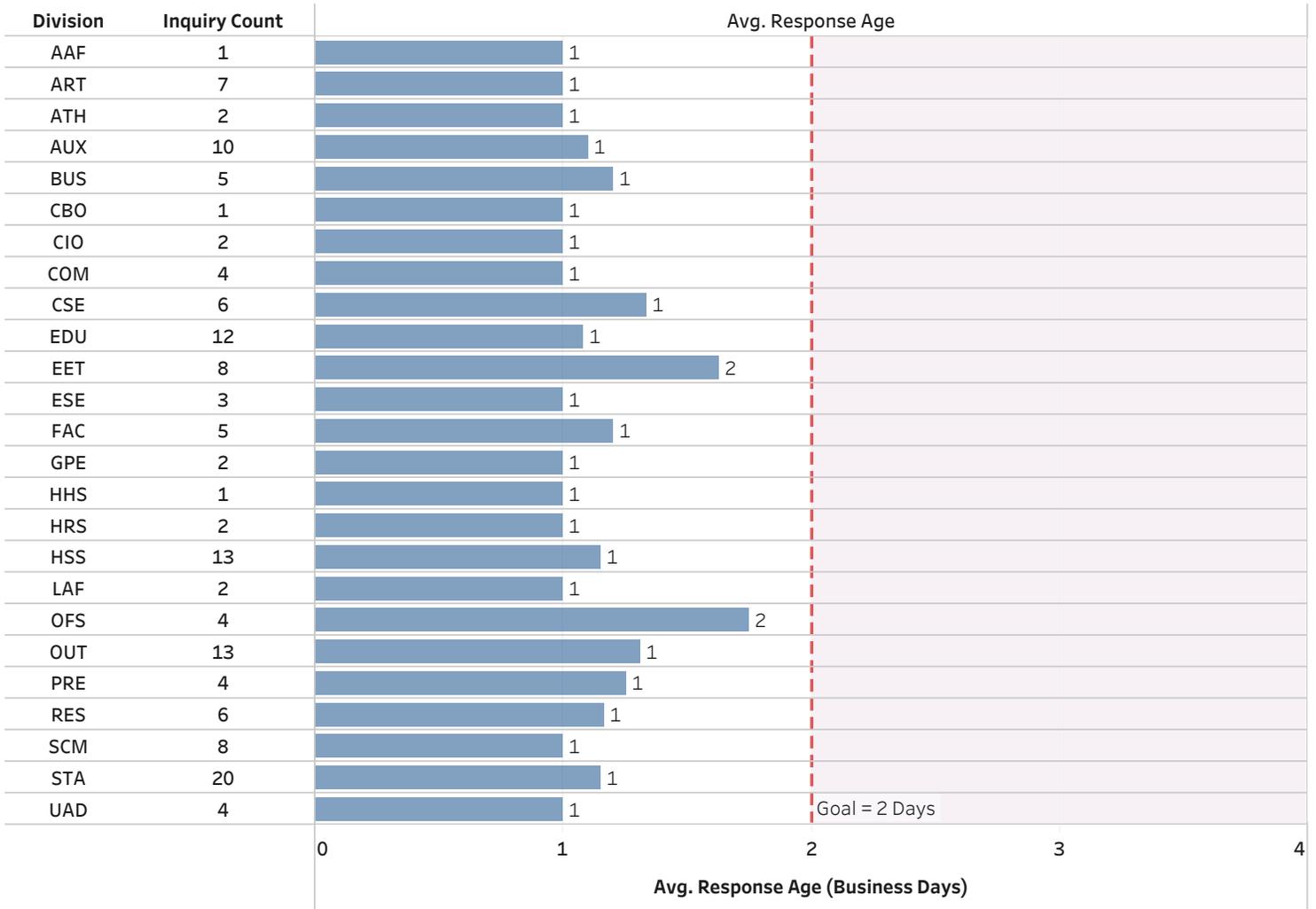


Total Inquiries

Avg. # Days to Response

145

1.2



Total Inquiries

83

Avg. # Days to Response (Goal = 2 Days)

2.2

Avg. # Days to Resolution (Goal = 5 Days)

4.2

Average Purchasing Response & Resolution Ages

