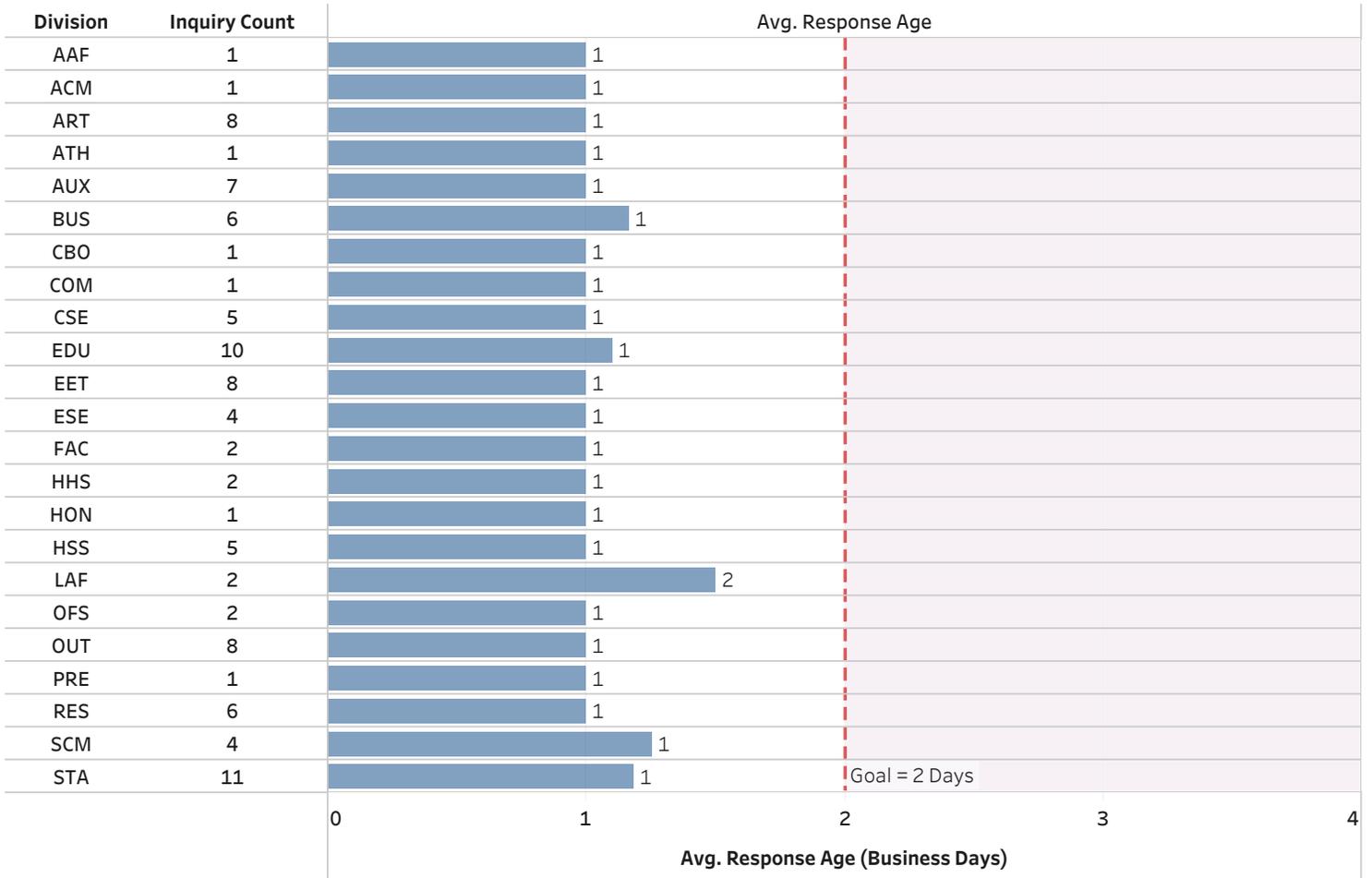


Total Inquiries

Avg. # Days to Response

97

1.1



**Total Inquiries**

40

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

2.1

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

3.0

## Average Purchasing Response & Resolution Ages

