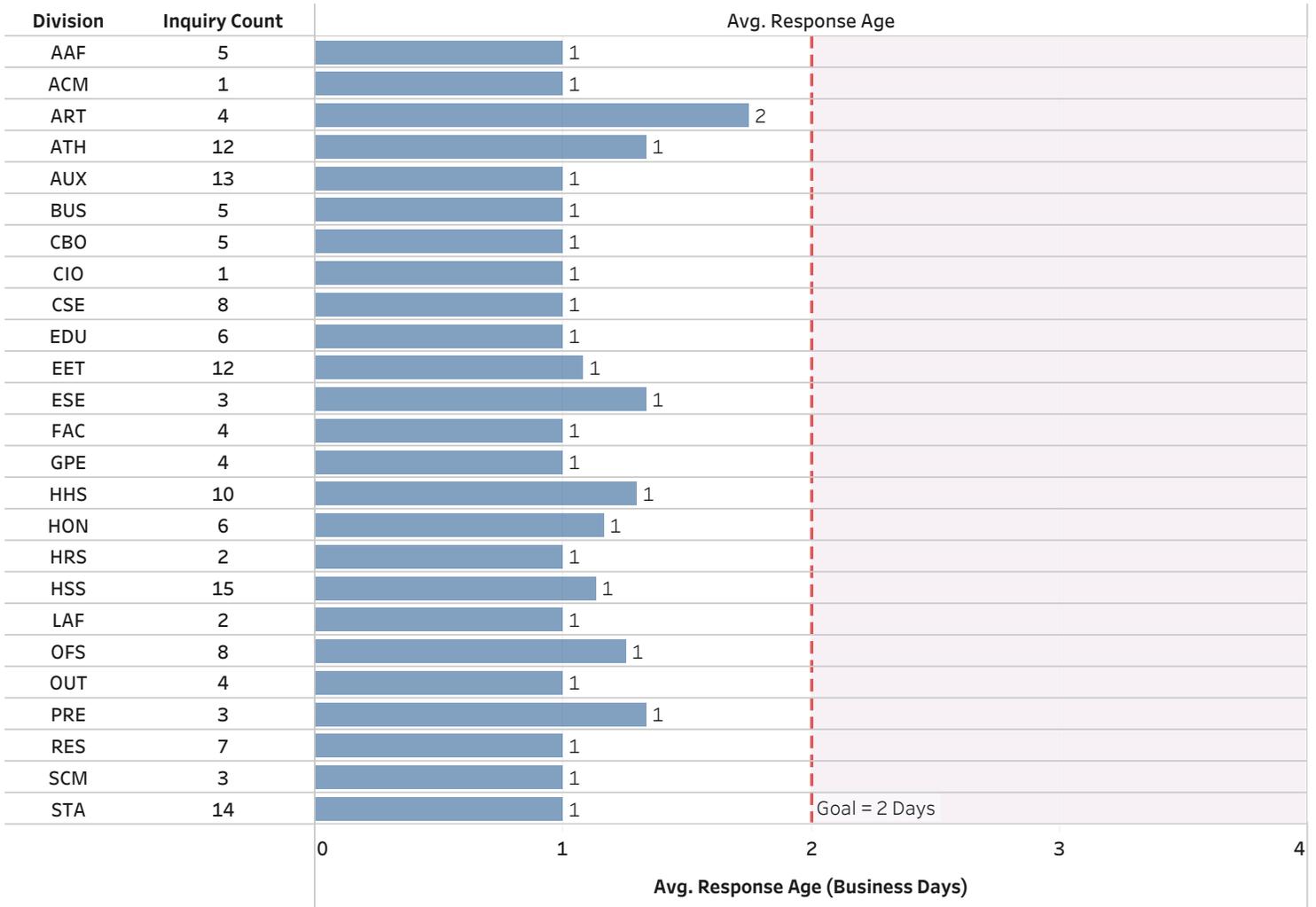


Total Inquiries

157

Avg. # Days to Response

1.1



Total Inquiries

105

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

4.6

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

8.4

Average Purchasing Response & Resolution Ages

