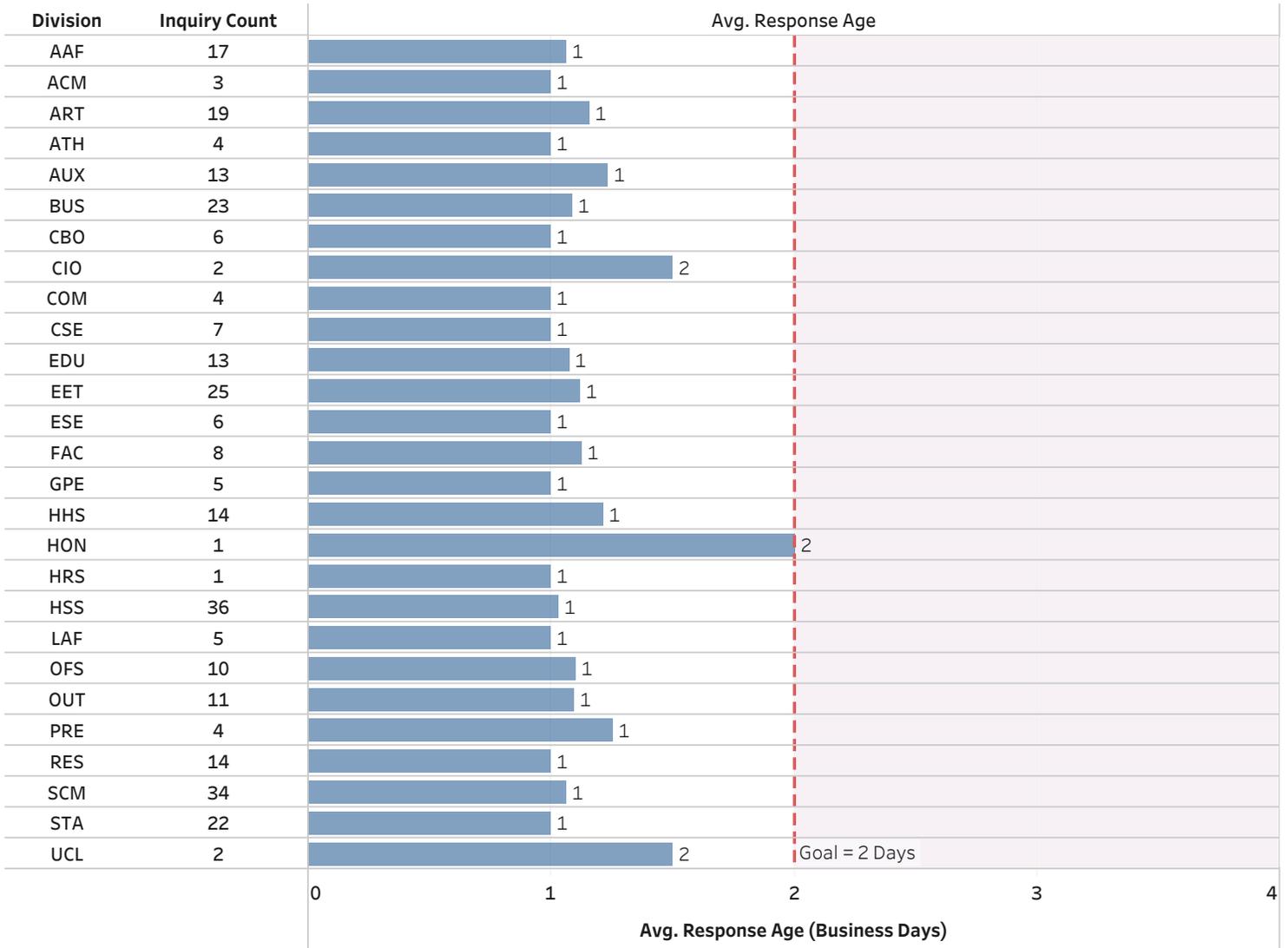


Total Inquiries

Avg. # Days to Response

309

1.1



Total Inquiries

55

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

3.6

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

4.4

Average Purchasing Response & Resolution Ages

