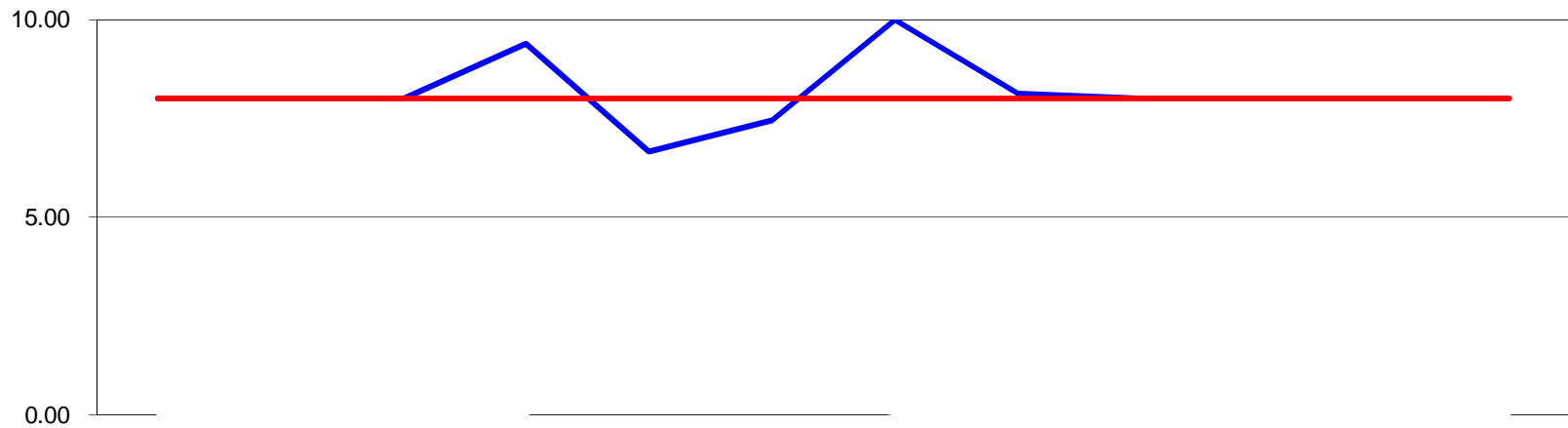


PURCHASING CUSTOMER SATISFACTION ANNUAL MONTHLY AVERAGE

ANALYSIS OF CUSTOMER SERVICE (P103) (Internal)

Goal: To elevate "customer service" to world class standards

Objective: To monitor/continously improve customer service



	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09
— Monthly Average	8.00	8.00	8.00	9.4	6.66	7.45	10.00	8.13	8.00	8.00	8.00	8.00
— Target	8	8	8	8	8	8	8	8	8	8	8	8
% Missing Target	0	0	0	0	1.34	0.55	0	0	0	0	0	0