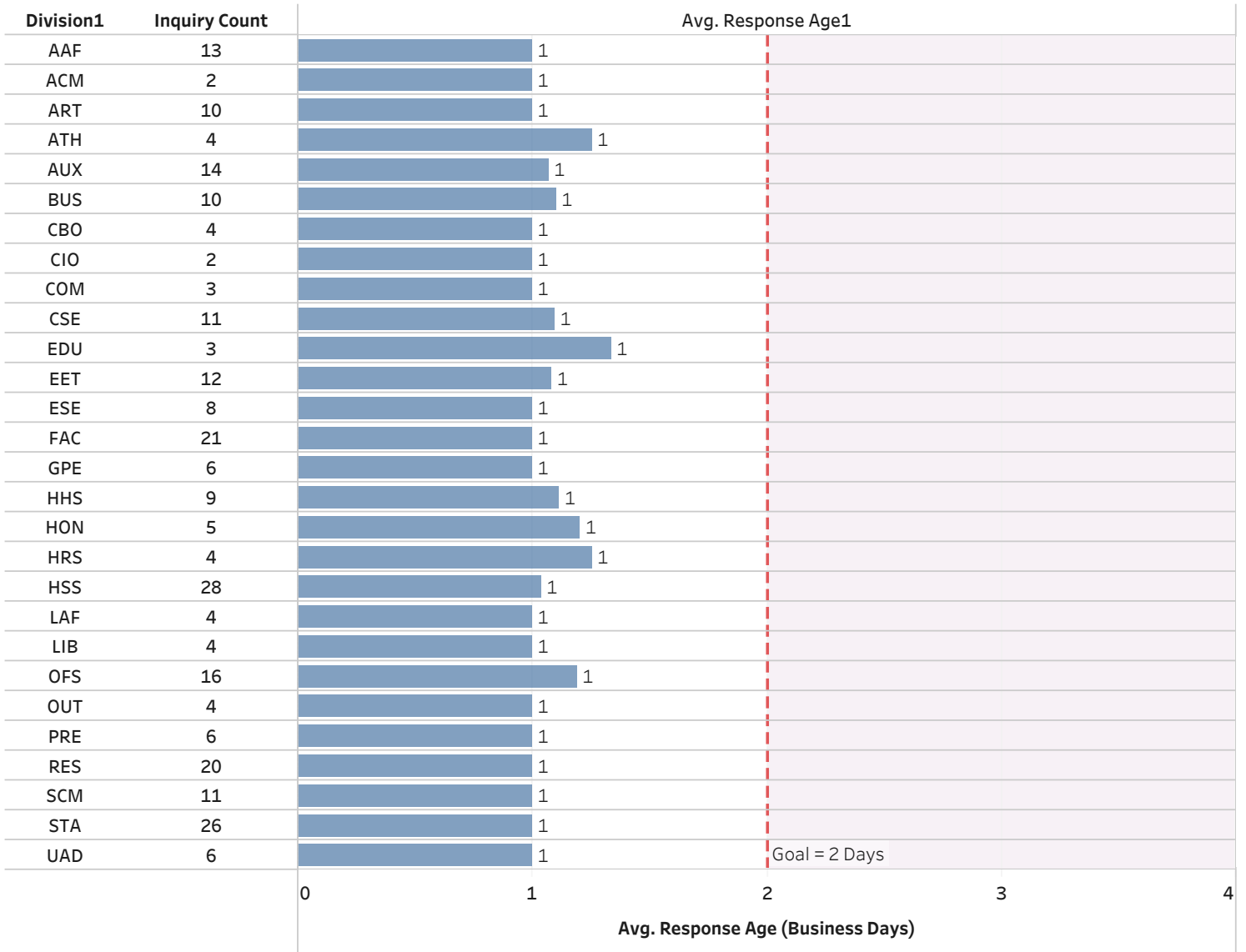


Total Inquiries

Avg. # Days to Response

266

1.0



Total Inquiries	Avg. # Days to Response (Goal = 2 Days)	Avg. # Days to Resolution (Goal = 5 Days)
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80

1.9

4.5

Average Purchasing Response & Resolution Ages

