

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition	Target	Unit	1/09/14	2/09/14	3/09/14	4/09/14	5/09/14	8/09/14	9/09/14	10/09/14	11/09/14	12/09/14	15/09/14	16/09/14	17/09/14	18/09/14	19/09/14	22/09/14	23/09/14	24/09/14	25/09/14	26/09/14	29/09/14	30/09/14	
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				100.0%					100.0%													