



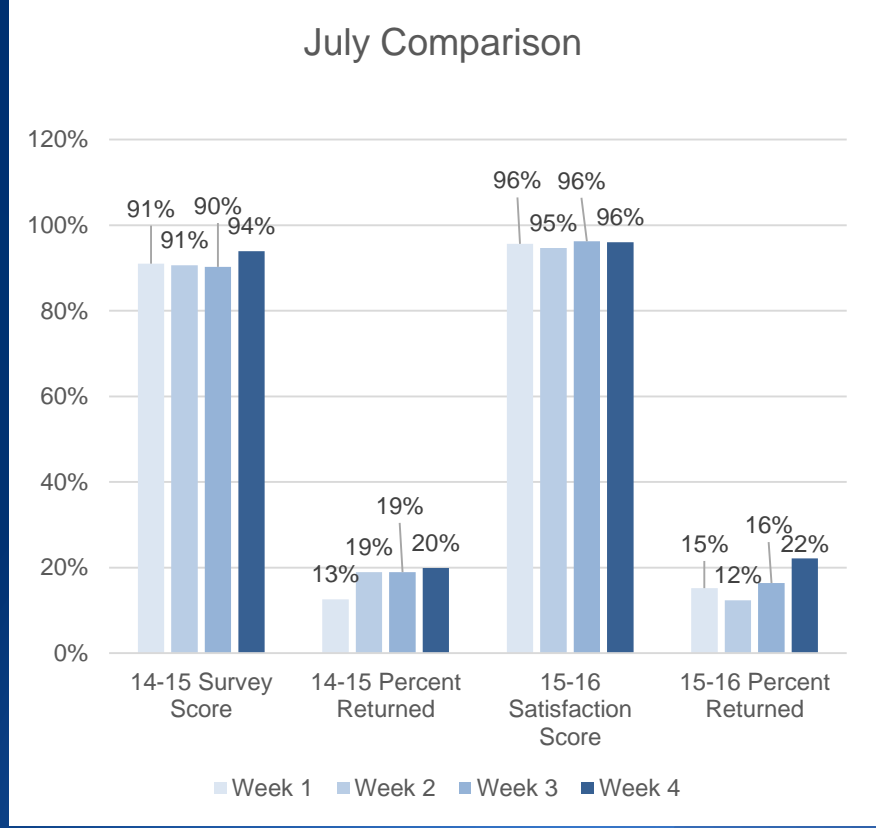
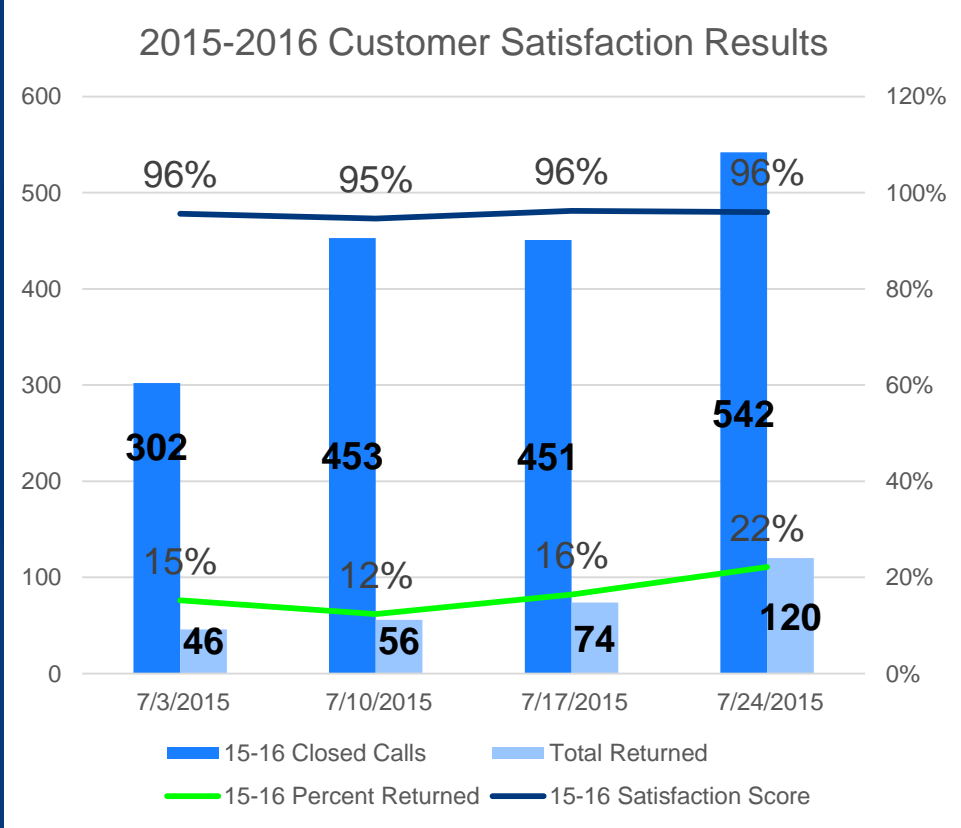
Performance Excellence Program

Category 7

Results



Customer Satisfaction Survey Results



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.