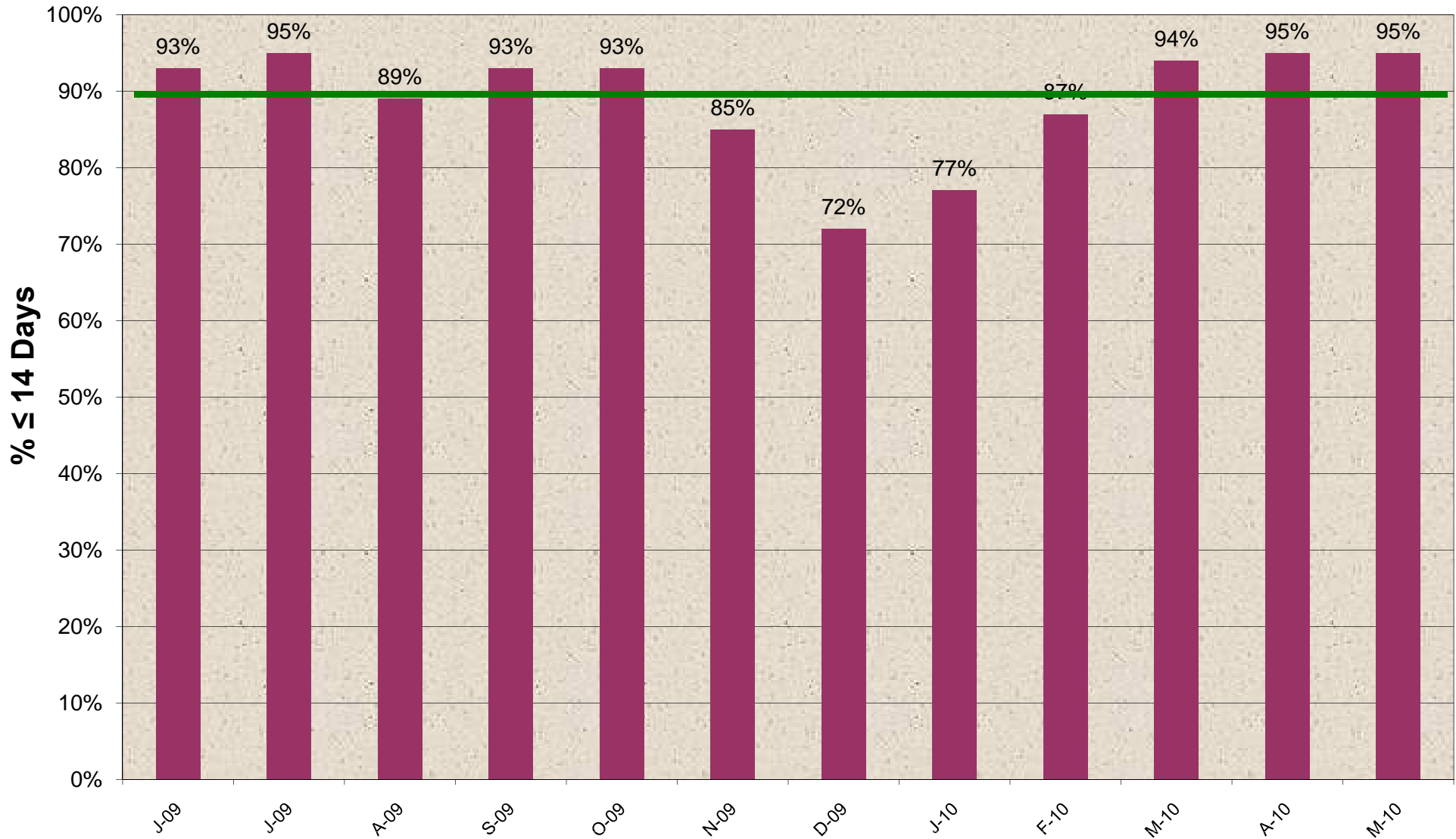


Service 14 day turnaround May 2010

12 Month avg Goal 90%
Actual 89%



Without measurement, there is no control.

