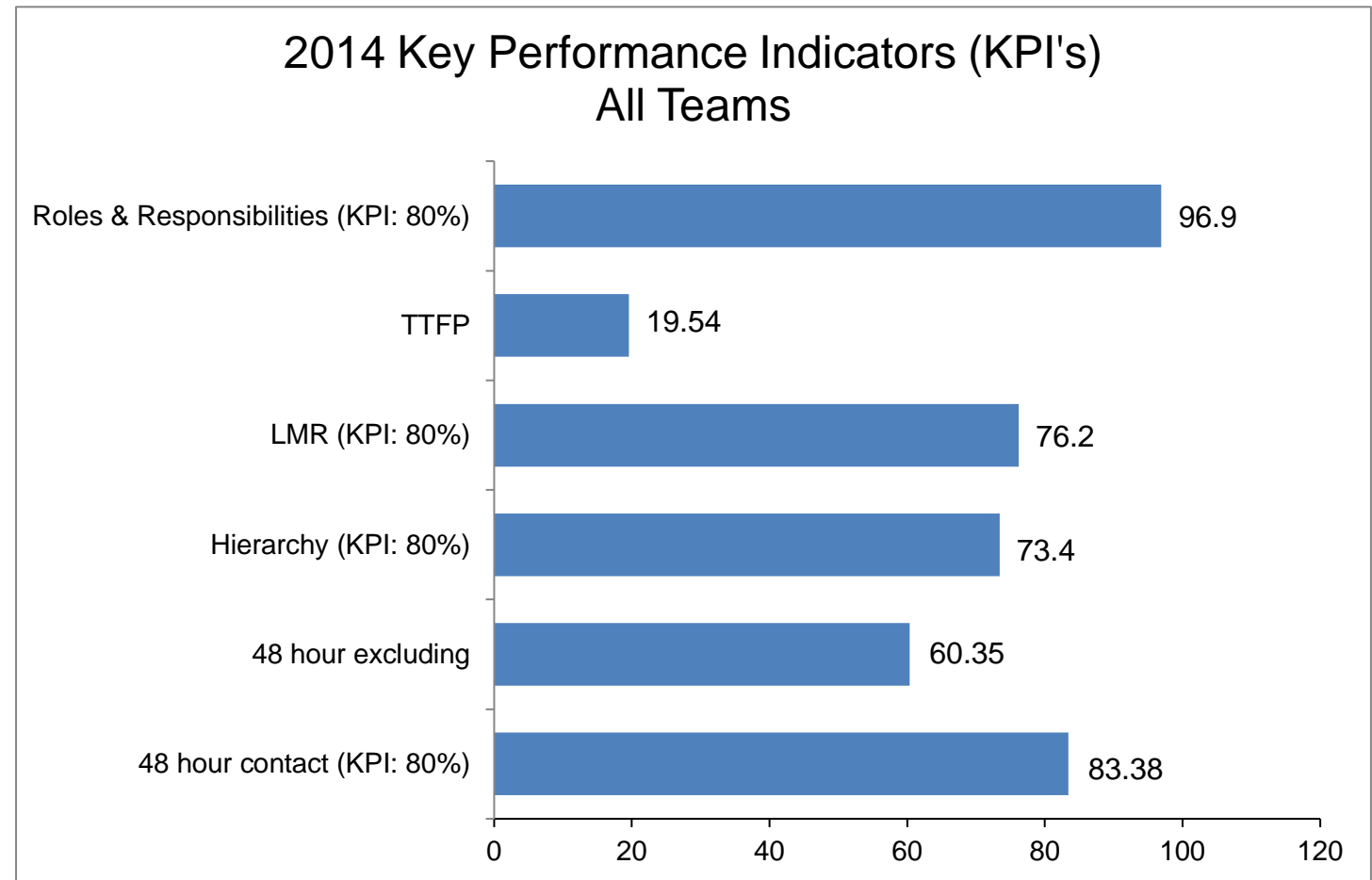


KPI's 2015

All Teams

	2014	2015			
		January	February	March	Q1
48 hour contact (KPI: 80%)	83.38	84.06	84.94	86.17	85.06
48 hour excluding	60.35	58.01	60.19	61.47	59.89
Hierarchy (KPI: 80%)	73.4	83.86	86.16	86	85.34
LMR (KPI: 80%)	76.2	88.9	57.1	95	86.1
TTFP	19.54	16.23	15.13	14.99	15.45
Roles & Responsibilities (KPI: 80%)	96.9				97



2015 Key Performance Indicators (KPI's) for All Teams
By Month / Quarter

