





Item	Contract	Indicator	Definition	Target	Unit	Thu		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/11/18	2/11/18	5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18
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%																			