JANUARY

	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	0%	98%	98%	100%
Minimum Acceptance	90%	90%	91%	94%

FEBRUARY
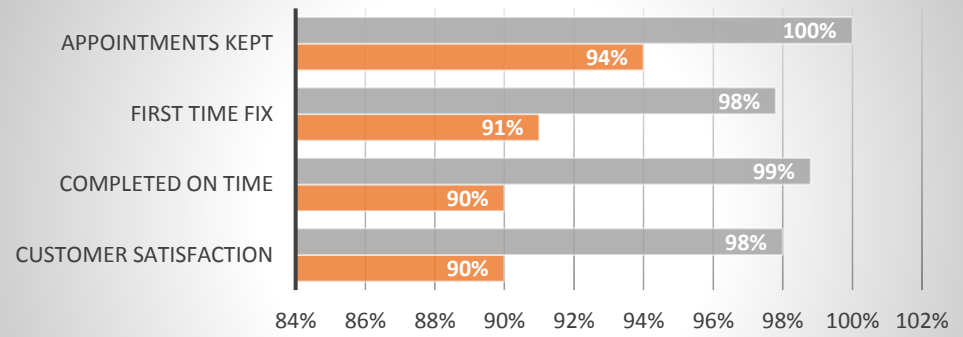
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	98%	99%	98%	100%
Minimum Acceptance	90%	90%	91%	94%

MARCH
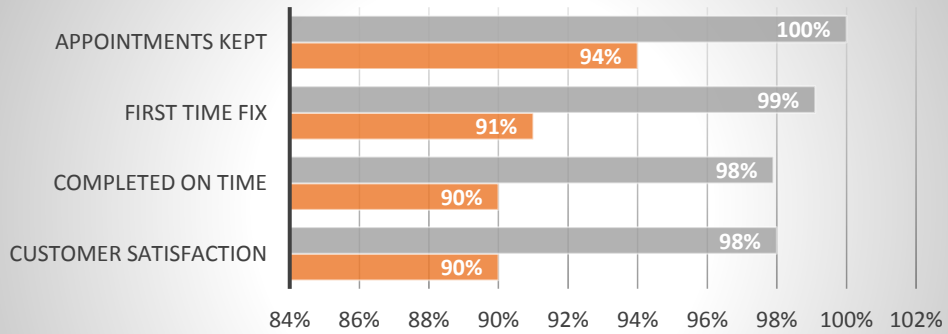
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	98%	98%	99%	100%
Minimum Acceptance	90%	90%	91%	94%

APRIL
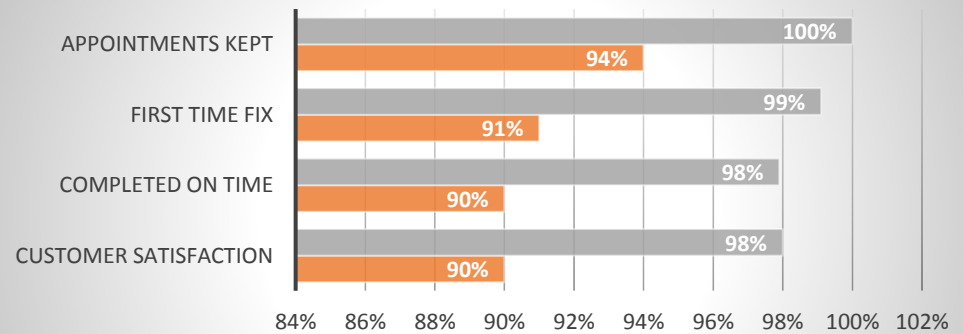
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	98%	98%	99%	100%
Minimum Acceptance	90%	90%	91%	94%

MAY
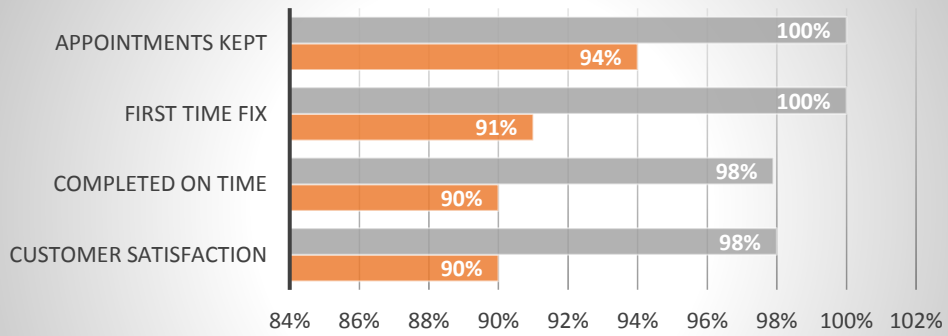
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	98%	98%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

JUNE
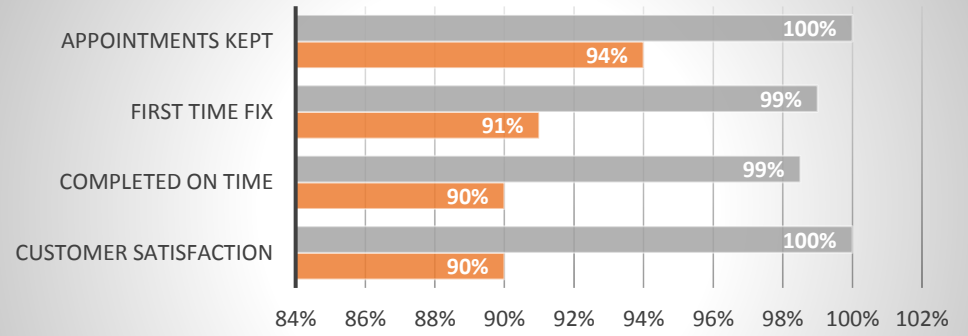
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	100%	99%	99%	100%
Minimum Acceptance	90%	90%	91%	94%

JULY
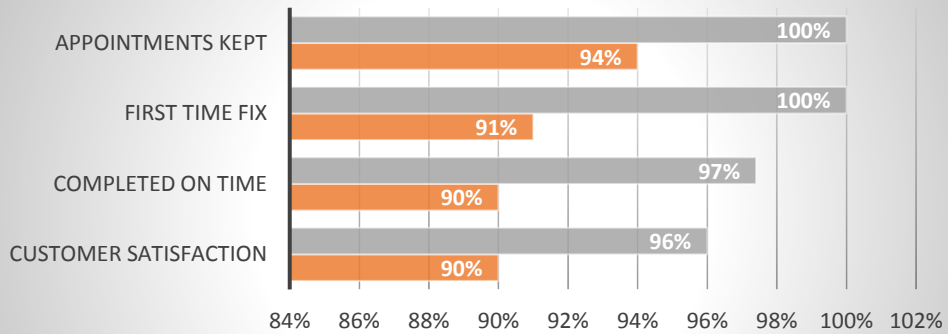
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	96%	97%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

AUGUST
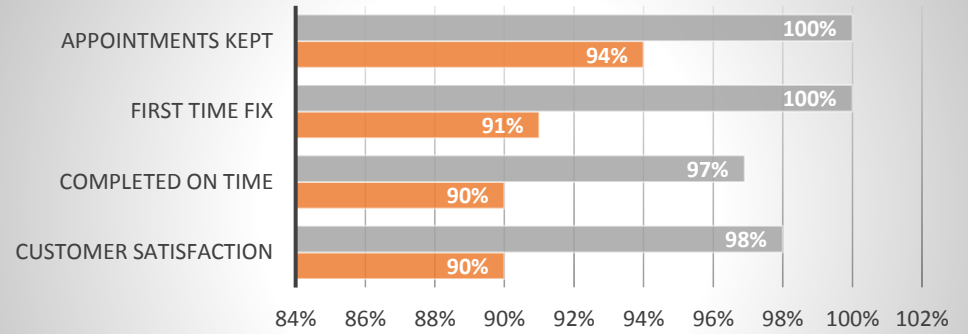
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
AFM - KPI Data for 2018	98%	97%	100%	100%
Minimum Acceptance	90%	90%	91%	94%

SEPTEMBER
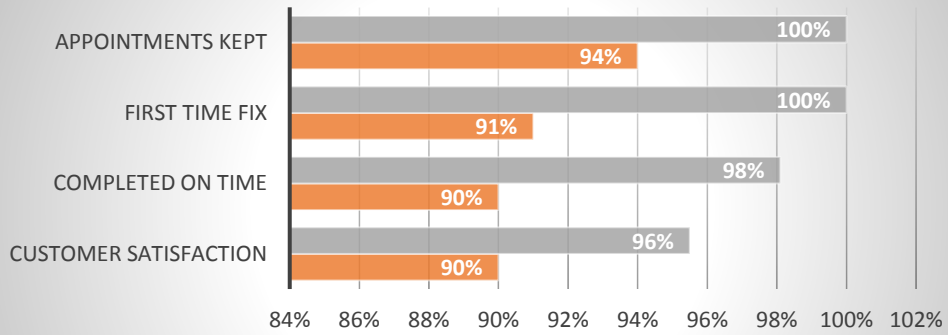
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2018	96%	98%	100%	100%
■ Minimum Acceptance	90%	90%	91%	94%

OCTOBER
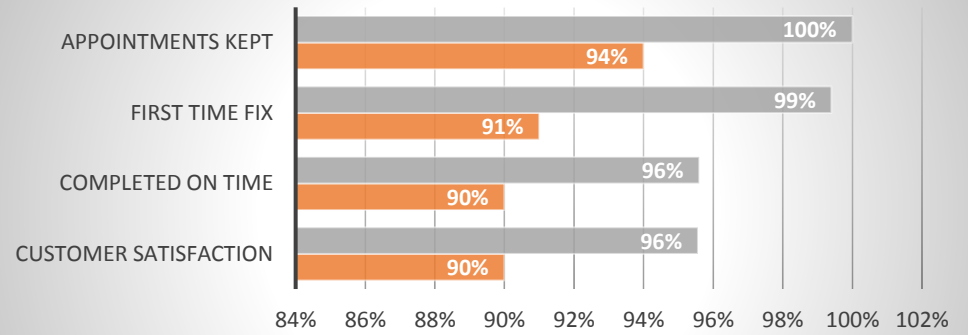
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2018	96%	96%	99%	100%
■ Minimum Acceptance	90%	90%	91%	94%

NOVEMBER
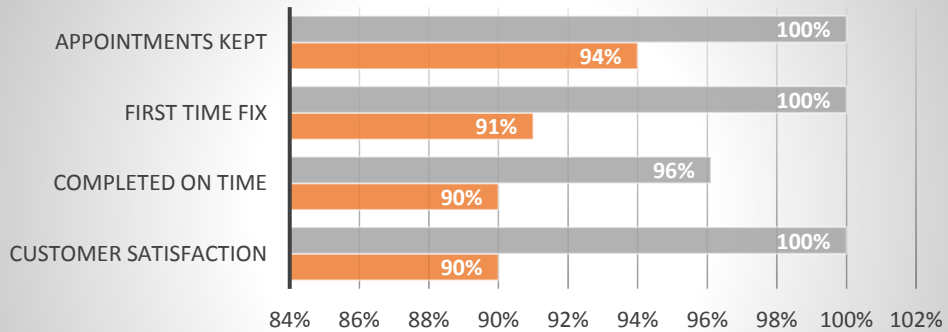
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2018	100%	96%	100%	100%
■ Minimum Acceptance	90%	90%	91%	94%

DECEMBER

	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ AFM - KPI Data for 2018				
■ Minimum Acceptance	90%	90%	91%	94%