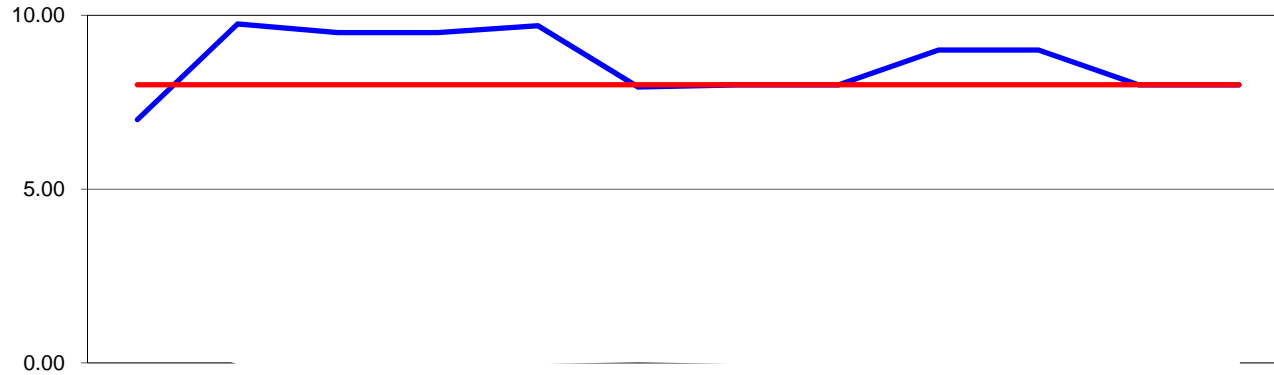


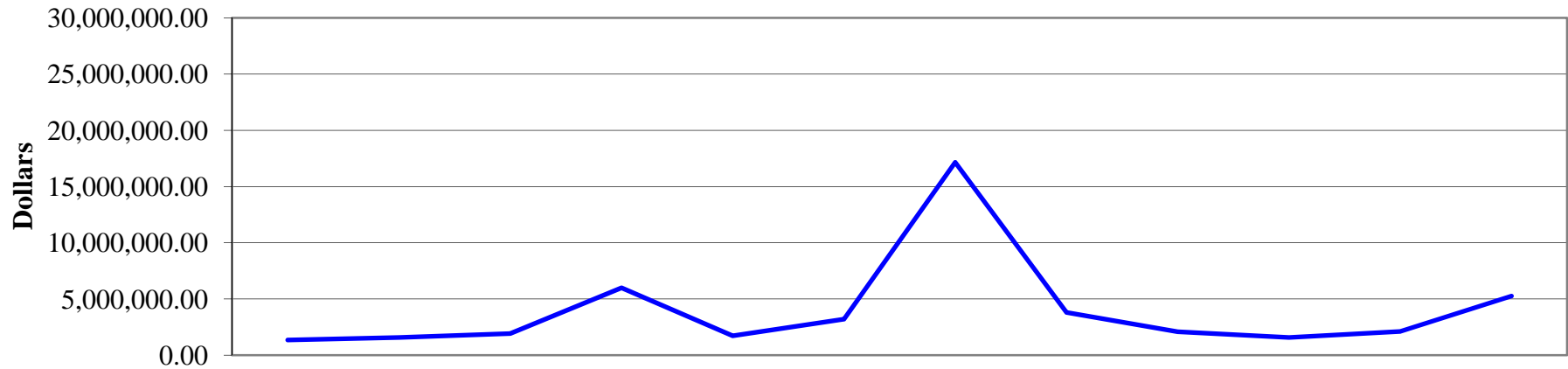
**PURCHASING CUSTOMER SATISFACTION ANNUAL MONTHLY AVERAGE
ANALYSIS OF CUSTOMER SERVICE (P103) (Internal)**
Goal: To elevate "customer service" to world class standards
Objective: To monitor/continuously improve customer service



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
— Monthly Average	7.00	9.75	9.50	9.50	9.70	7.94	8.00	8.00	9.00	9.00	8.00	8.00
— Target	8	8	8	8	8	8	8	8	8	8	8	8
% Missing Target	1	0	0	0	0	0.06	0	0	0	0	0	0

PURCHASE ORDERS MONTHLY VOLUME (\$ AND QTY.) AND DOLLARS IN VOLUME (P107)
(Internal)

Goal: To enhance institutional performances and accountability
Objective: To monitor volume/orders issued to balance workload



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
PO Count	221	205	174	255	271	281	567	450	224	239	178	118
PO Amount	\$1,343,840	\$1,571,271	\$1,921,670	\$5,986,282	\$1,714,908	\$3,192,939	\$17,148,136	\$3,799,343	\$2,078,040	\$1,571,754	\$2,103,528	\$5,252,360
YTD \$K	\$1,343,840	\$2,915,112	\$4,836,782	\$10,823,063	\$12,537,971	\$15,730,910	\$32,879,046	\$36,678,389	\$38,756,430	\$40,328,184	\$42,431,712	\$47,684,072