As of 19 Jun 03

BSM supplier questions of a general nature which do not identify a specific problem.

Recommendations for system improvements

Questions such as system access, password/user ID, and system problems.

SRweb RELATED CONTACTS

Total

General Info

System Enhancements

Recommendations for system improvements
SRweb RELATED CONTACTS
WEEK OF 13 - 19 Jun 03

BSM supplier questions of a general nature which do not identify a specific problem.
Recommendations for system improvements
SRweb ISSUES

Average Resolution Time
13 - 19 Jun 03

GOAL: LESS THAN 48 HOURS

- Total: 25
- General Info: 46
- Technical: 28
- System Enhancements: 1

BSM supplier questions of a general nature which do not identify a specific problem.

Questions such as system access, password/user ID, and system problems.

Recommendations for system improvements.
SRweb ISSUES
Average Resolution Time (Trend)

GOAL: LESS THAN 48 HOURS