

Design and Construction Services - Estimates to Customers Measurable

Goal: 90% in ten working days

| Month | # of Estimates Completed | Average days to customer | % of Total in 10 days or less | Goal | Deviation from Goal % |
|----------|-----------------------------|-----------------------------|----------------------------------|------|--------------------------|
| October | incomplete data | | | | |
| November | 14 | 38.4 | 14% | 90% | 76% |
| December | 5 | 35.2 | 40% | 90% | 50% |
| January | | | | 90% | |
| February | | | | | |

