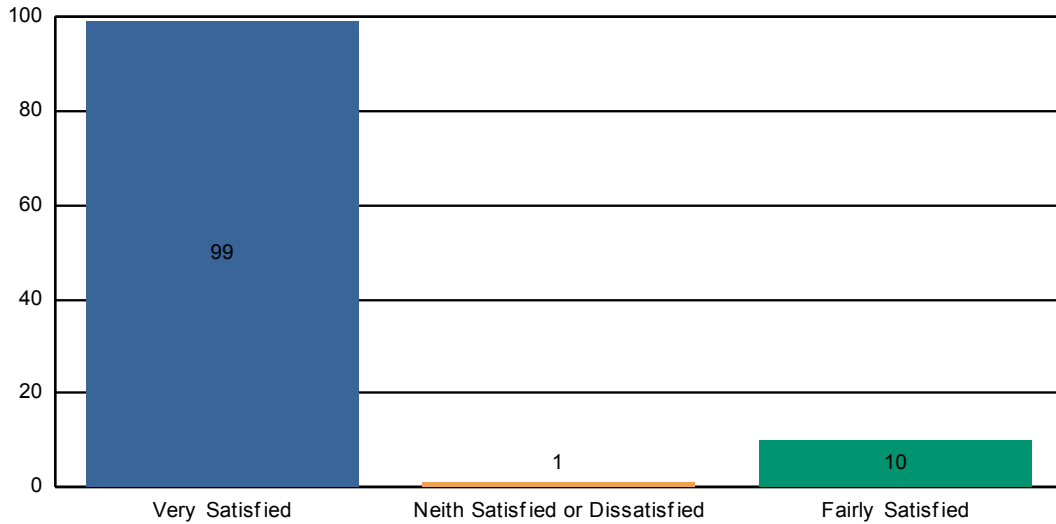


OPERATIONS COMMITTEE – 10TH MARCH 2008

JANUARY - CUSTOMER SATISFACTION - WORKS ORDER QUESTIONNAIRES



Dissatisfaction Reasons

- NO REASON GIVEN

JANUARY - CUSTOMER SATISFACTION - ETHNICITY

