

	Submitted	Completed	% Complete	Quality	Informed	OnTime	Return Rate	Shop 0to10	Shop NPS	Ins NPS
<b>Sep 14</b>	108	55	50.9%	9.87	100.0%	98.2%	9.1%	9.89	98.2%	68.9%
<b>Oct 14</b>	89	31	34.8%	9.87	100.0%	96.8%	9.7%	9.71	93.5%	72.0%
<b>Nov 14</b>	83	38	45.8%	9.63	100.0%	100.0%	10.5%	9.79	97.4%	59.4%
<b>Dec 14</b>	93	51	54.8%	9.71	100.0%	92.2%	7.8%	9.59	84.3%	82.9%
<b>Jan 15</b>	87	55	63.2%	9.82	100.0%	96.4%	5.5%	9.76	92.7%	37.8%
<b>Feb 15</b>	83	52	62.7%	9.71	96.2%	98.1%	5.8%	9.67	92.3%	72.9%
<b>Mar 15</b>	102	46	45.1%	9.65	100.0%	95.7%	6.5%	9.63	93.5%	71.1%
<b>Apr 15</b>	69	36	52.2%	9.83	100.0%	94.4%	5.6%	9.89	97.2%	66.7%
<b>May 15</b>	81	44	54.3%	9.55	100.0%	97.7%	18.2%	9.77	93.2%	76.5%
<b>Jun 15</b>	88	43	48.9%	9.86	97.7%	90.7%	9.3%	9.88	97.7%	72.7%
<b>Jul 15</b>	114	58	50.9%	9.88	100.0%	100.0%	8.6%	9.78	94.8%	81.6%
<b>Aug 15</b>	82	32	39.0%	9.94	100.0%	96.9%	15.6%	9.81	96.9%	65.4%
<b>12 months</b>	1079	541	50.1%	9.77	99.4%	96.5%	9.1%	9.76	94.1%	69.0%
<b>CSi Complete Industry</b>				9.50	93.4%	88.9%	13.8%	9.28	77.8%	62.8%



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