

	Submitted	Completed	% Complete	Quality	Informed	OnTime	Return Rate	Shop 0to10	Shop NPS	Ins NPS
Aug 16	126	68	54.0%	9.85	98.5%	95.6%	7.4%	9.85	97.1%	68.3%
Sep 16	126	56	44.4%	9.82	98.2%	94.6%	3.6%	9.71	92.9%	80.0%
Oct 16	113	72	63.7%	9.82	100.0%	97.2%	4.2%	9.75	94.4%	68.3%
Nov 16	131	75	57.3%	9.79	100.0%	94.7%	4.0%	9.75	92.0%	81.2%
Dec 16	104	55	52.9%	9.85	100.0%	96.4%	7.3%	9.85	94.5%	71.2%
Jan 17	112	71	63.4%	9.76	98.6%	98.6%	11.3%	9.73	93.0%	72.6%
Feb 17	107	64	59.8%	9.92	100.0%	96.9%	17.2%	9.86	96.8%	82.5%
Mar 17	146	74	50.7%	9.82	97.3%	95.9%	5.4%	9.70	91.9%	83.3%
Apr 17	139	64	46.0%	9.75	98.4%	96.9%	4.7%	9.58	89.1%	81.6%
May 17	126	62	49.2%	9.81	98.4%	95.2%	6.5%	9.82	95.2%	70.2%
Jun 17	137	68	49.6%	9.88	98.5%	85.3%	7.4%	9.74	92.6%	81.5%
Jul 17	113	51	45.1%	9.94	98.0%	100.0%	11.8%	9.71	90.2%	64.1%
12 months	1480	780	52.7%	9.83	98.8%	95.5%	7.4%	9.75	93.3%	75.6%
CSi Complete Industry				7.91	93.4%	89.2%	13.1%	9.22	75.9%	60.7%



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