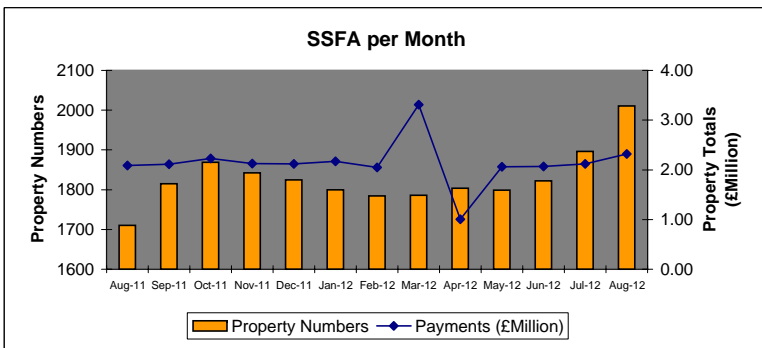
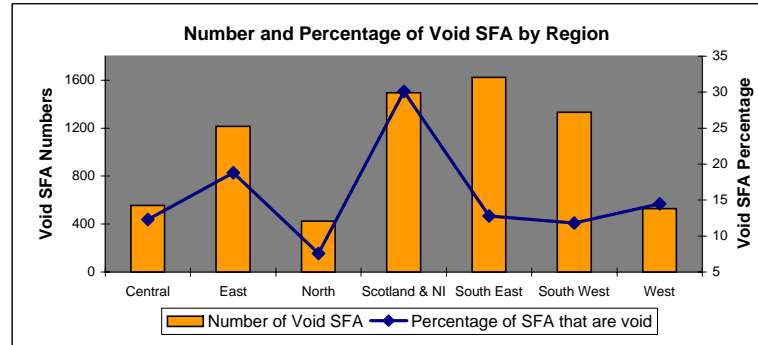
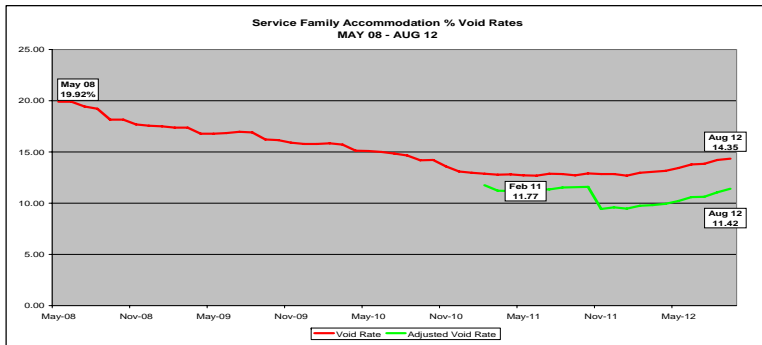
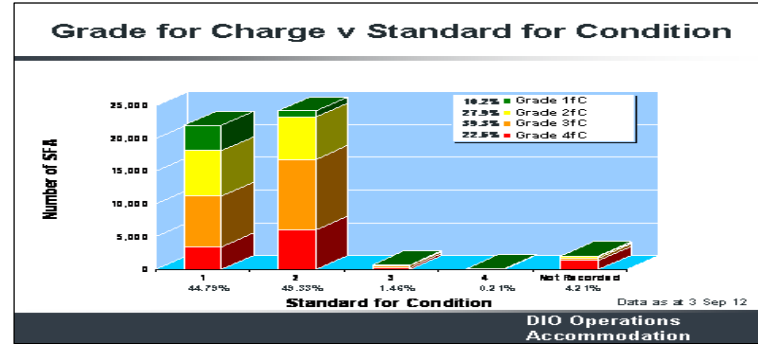
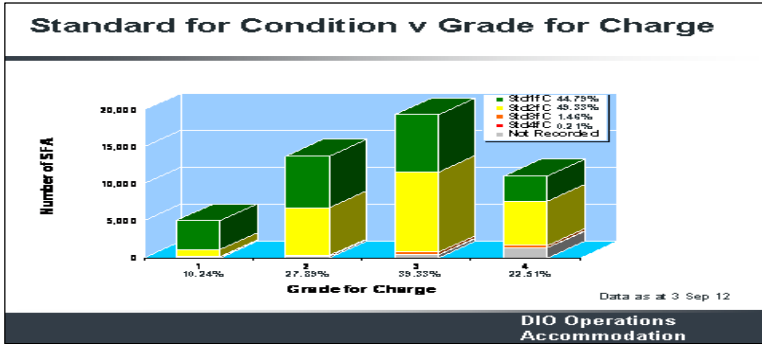


DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs) - AUGUST 2012

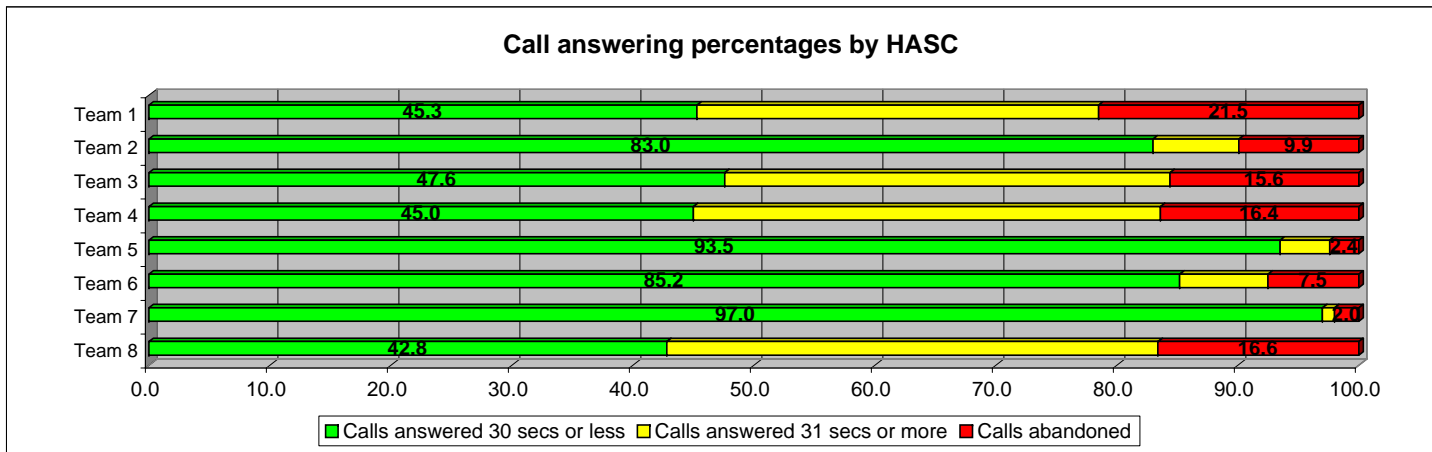
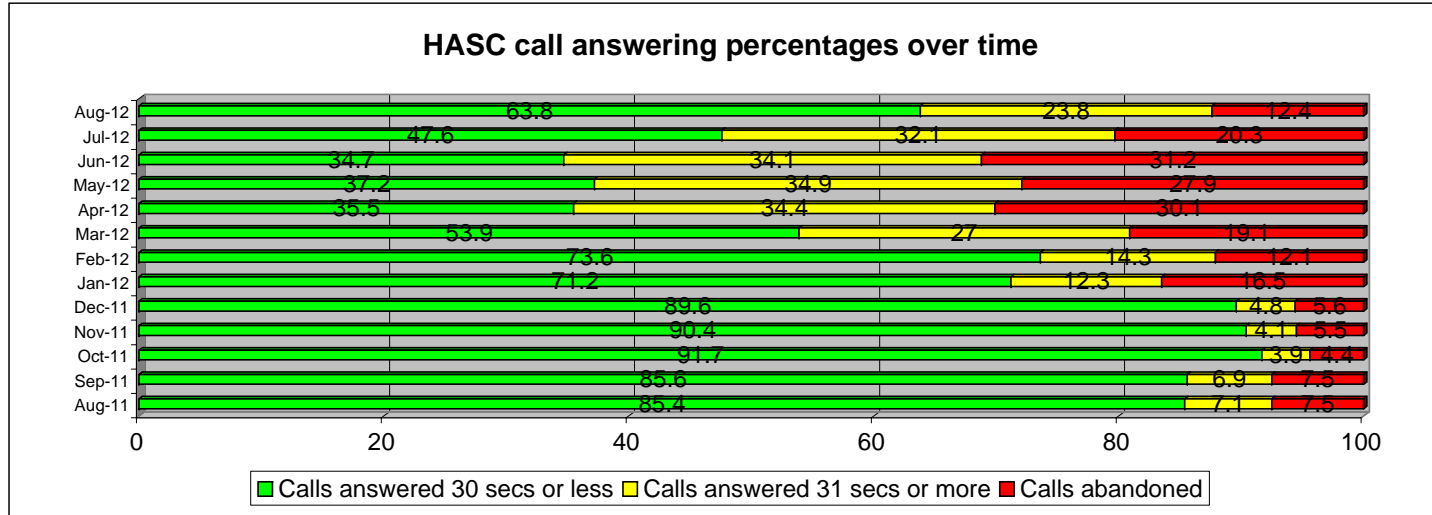
STRATEGIC FRAMEWORK



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

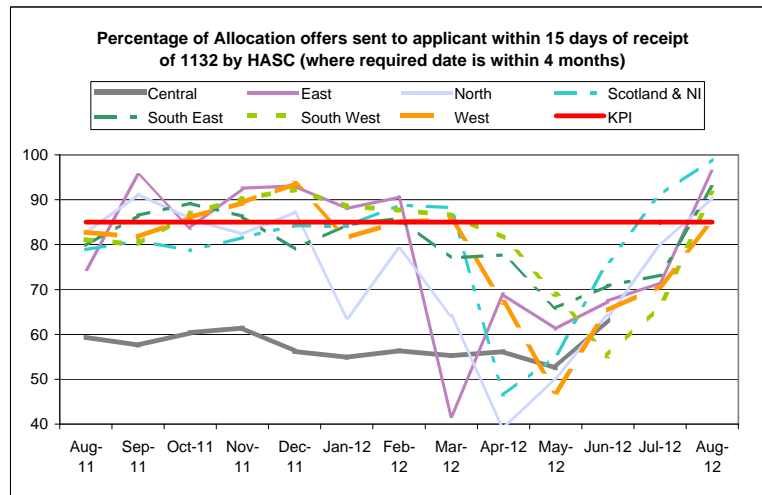
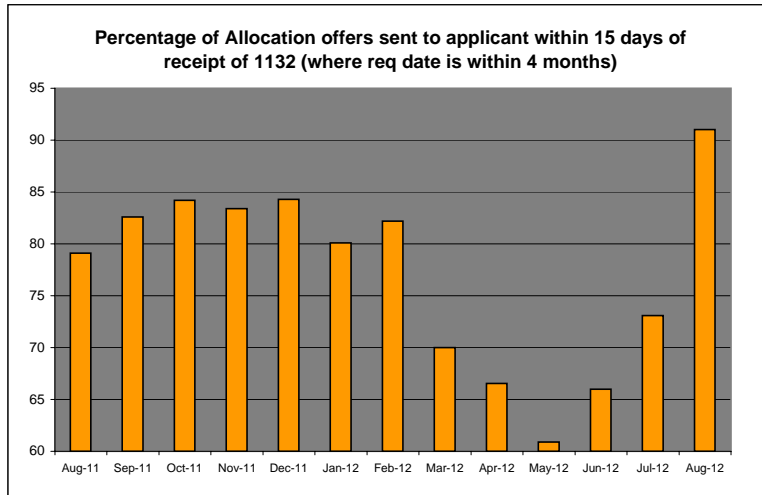
TELEPHONES



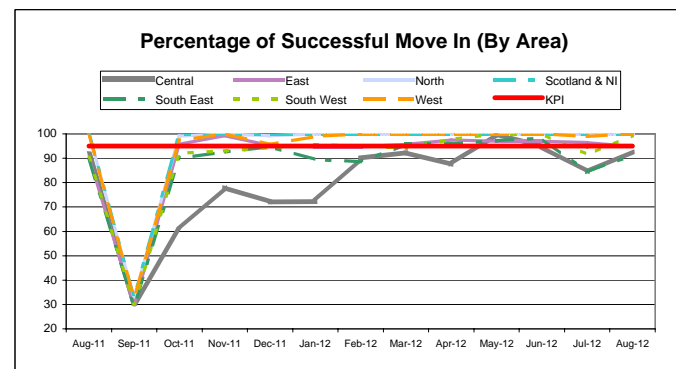
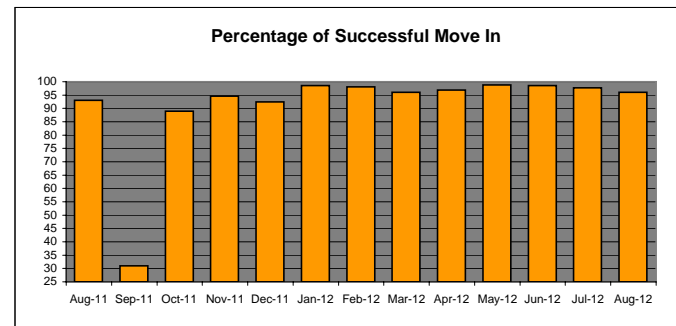
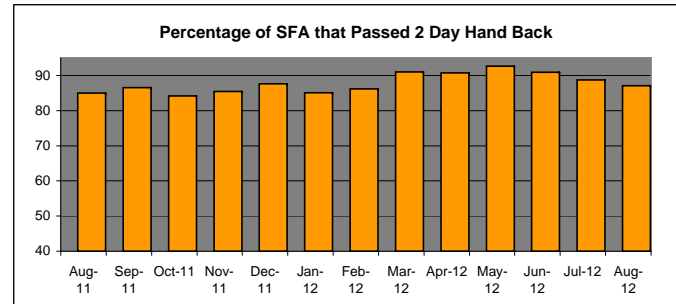
DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

APPLICATION & ALLOCATION



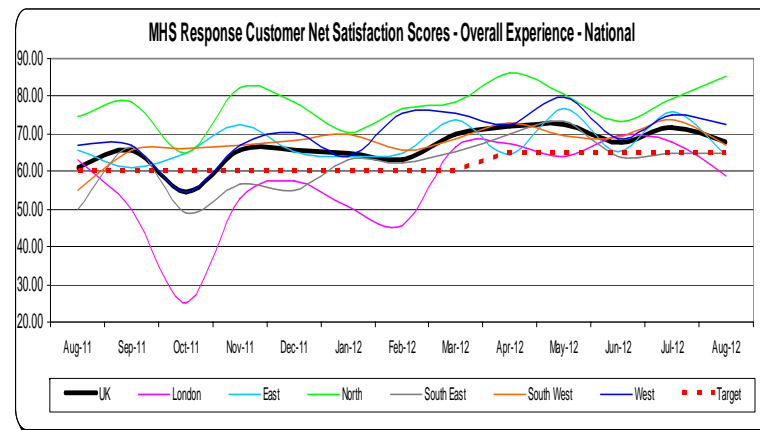
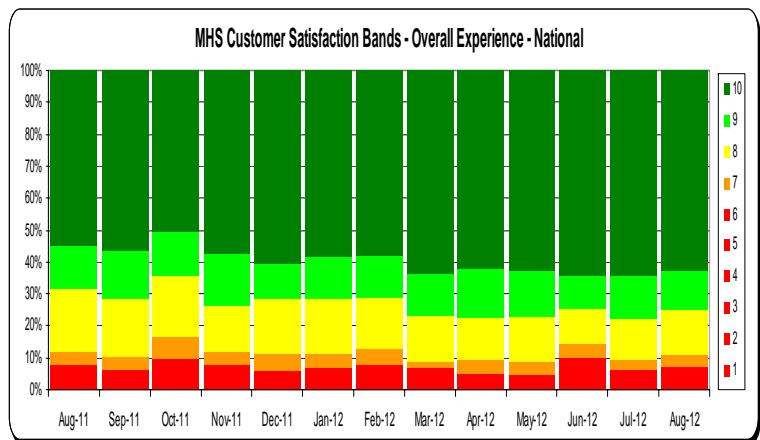
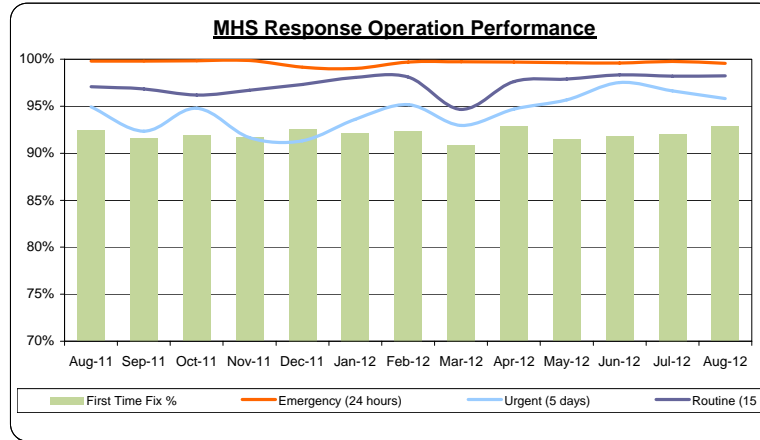
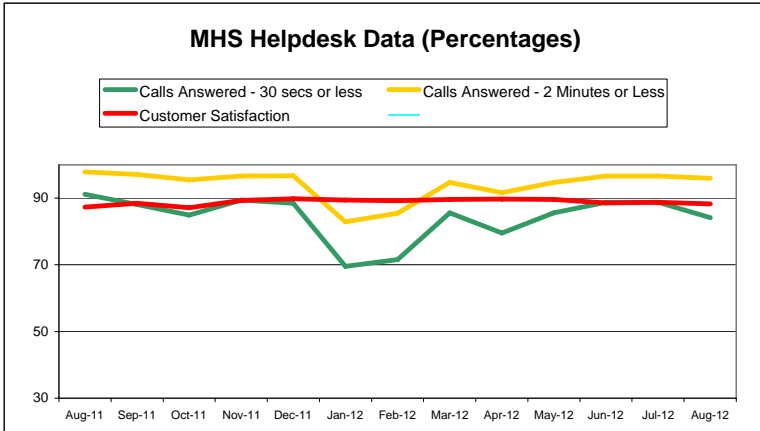
MOVE IN



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

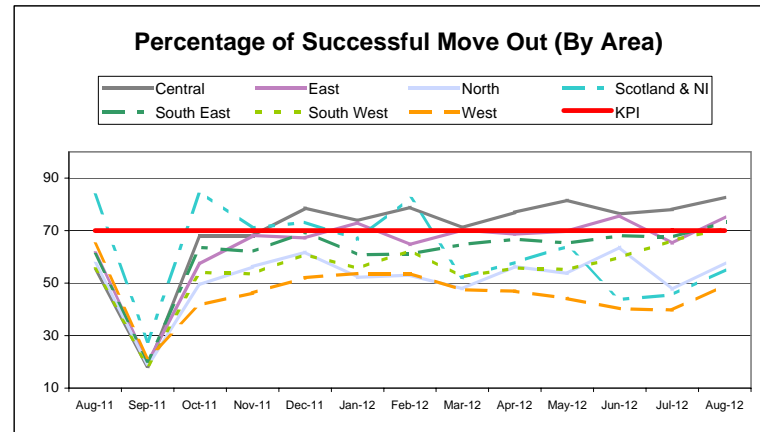
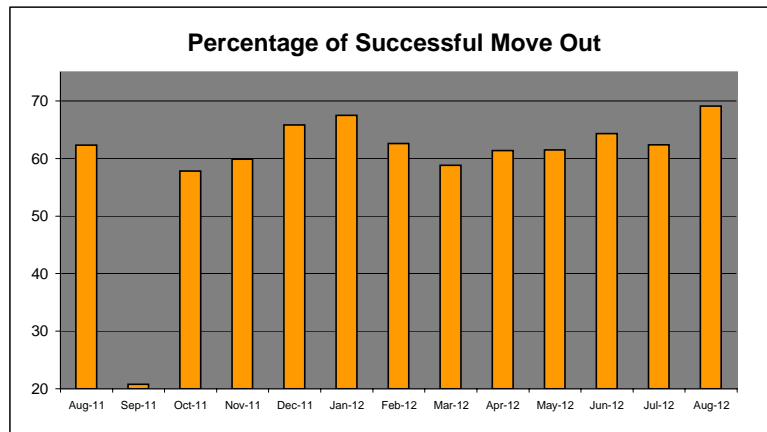
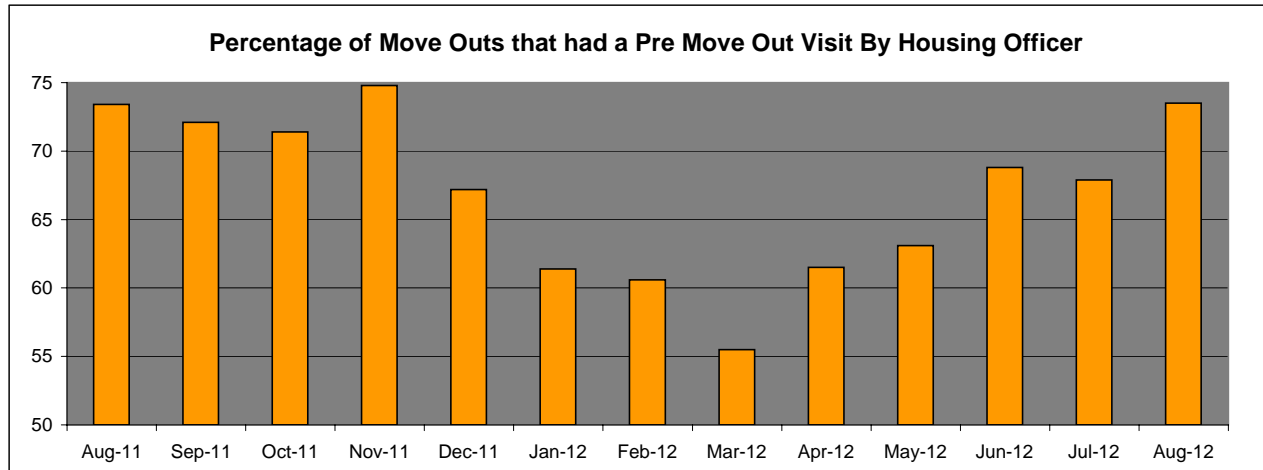
RESPONSE MAINTENANCE



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

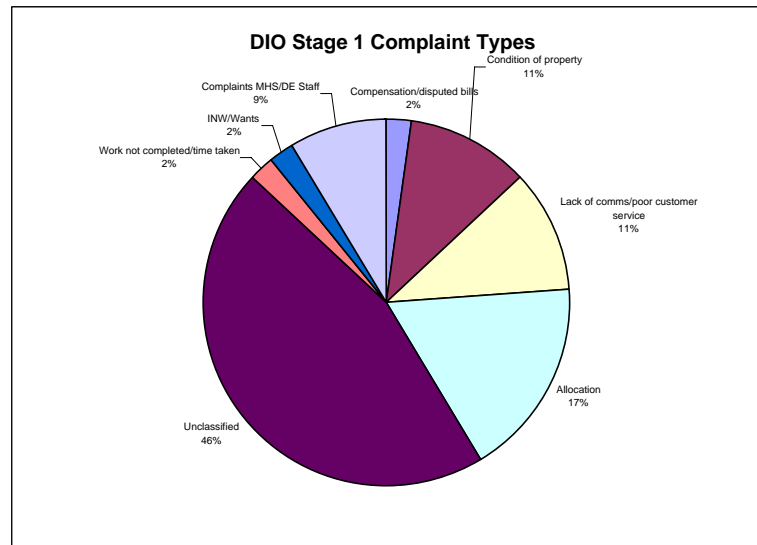
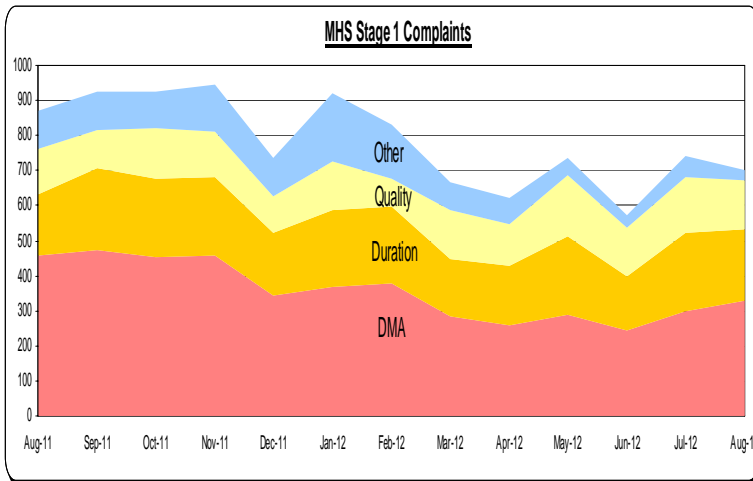
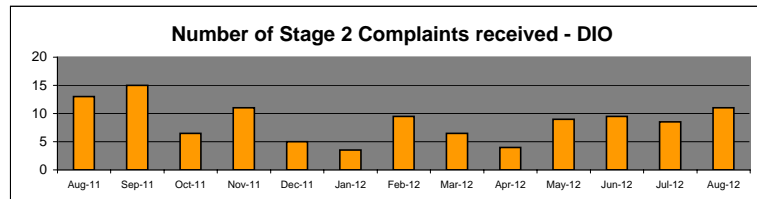
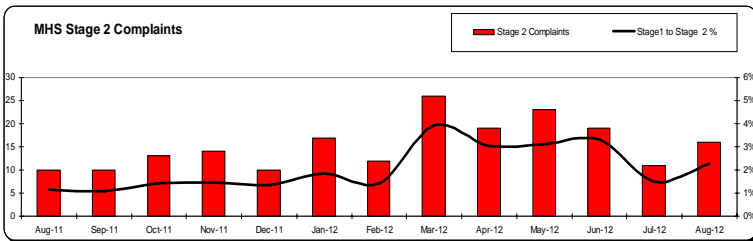
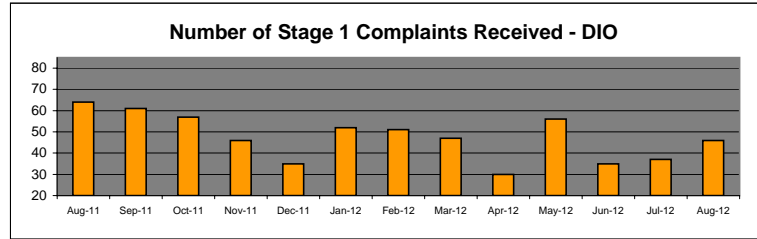
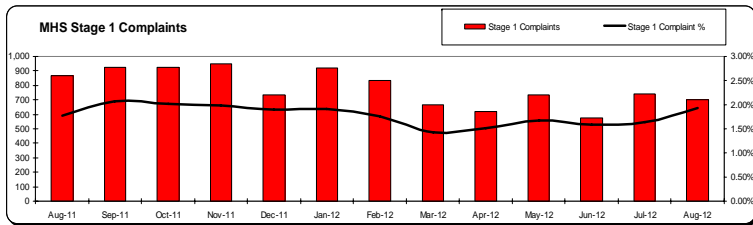
MOVE OUT



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

CUSTOMER SATISFACTION



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

TLB PERFORMANCE

