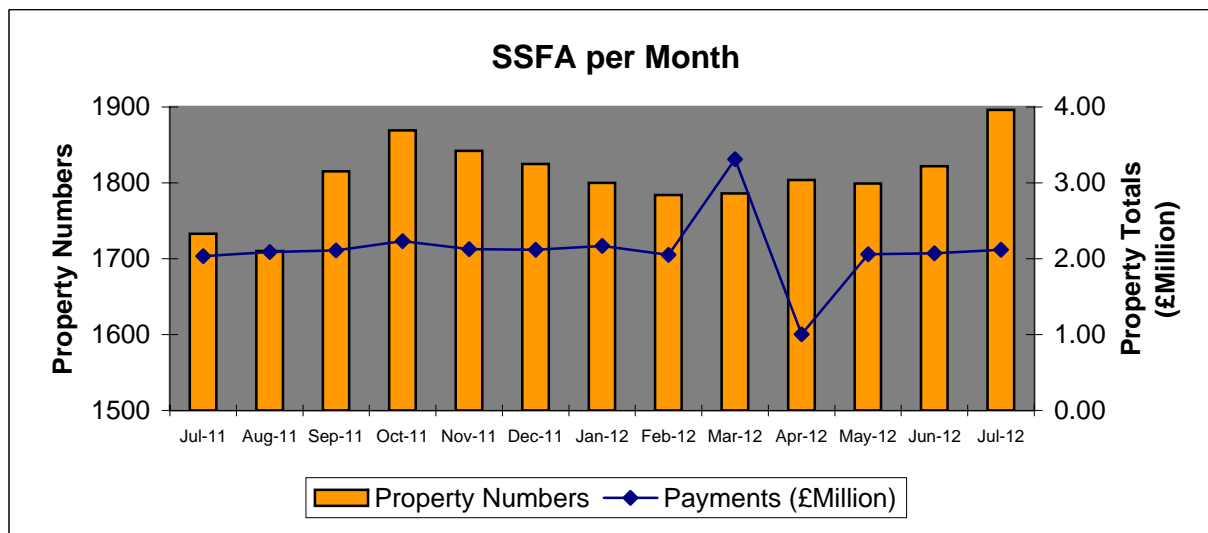
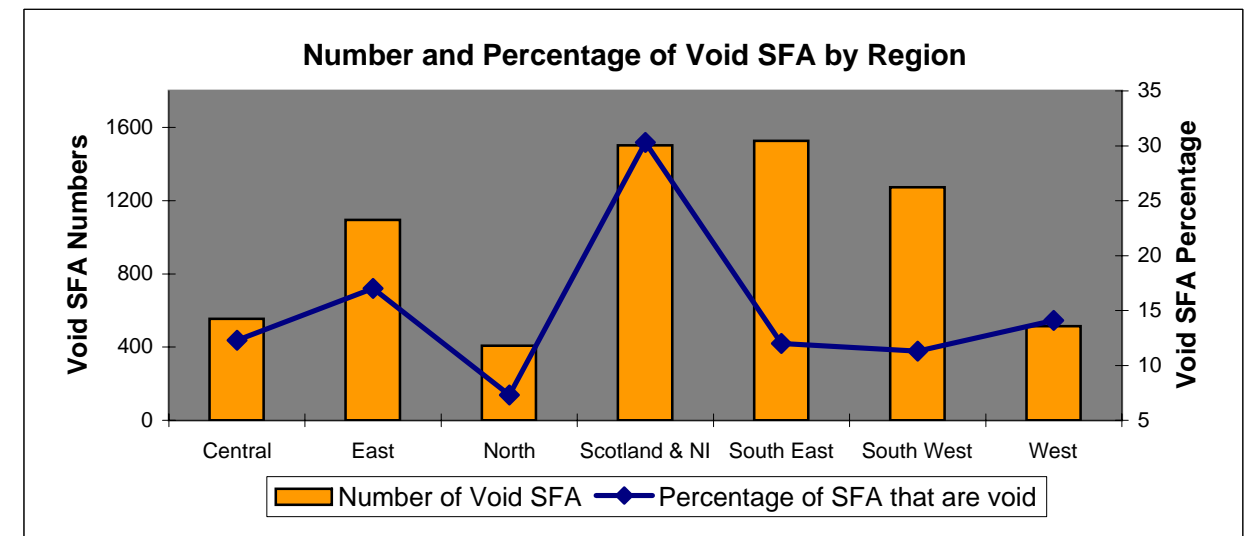
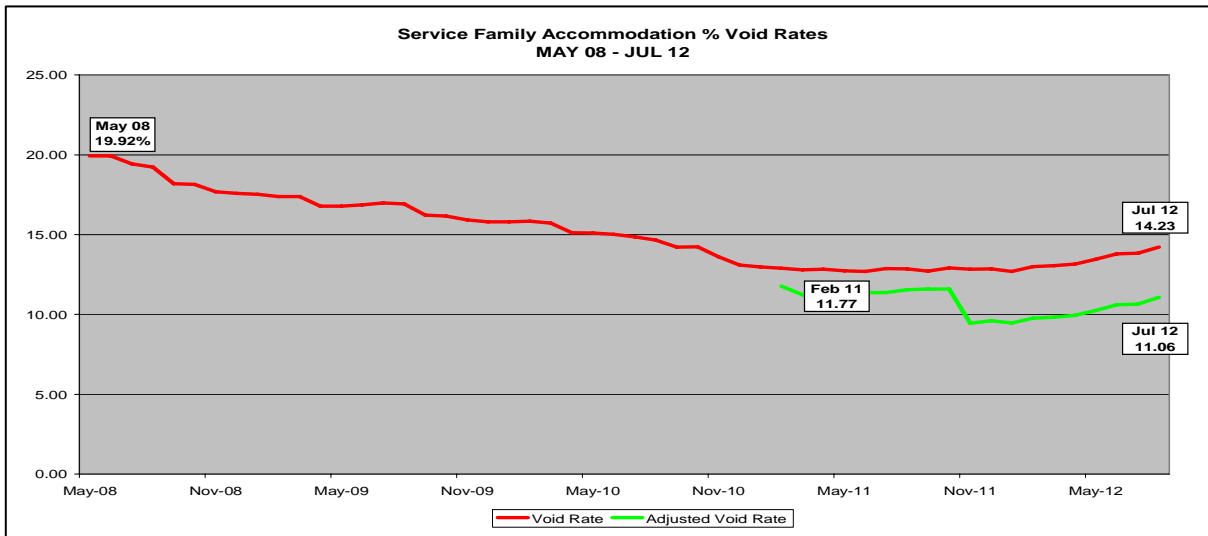
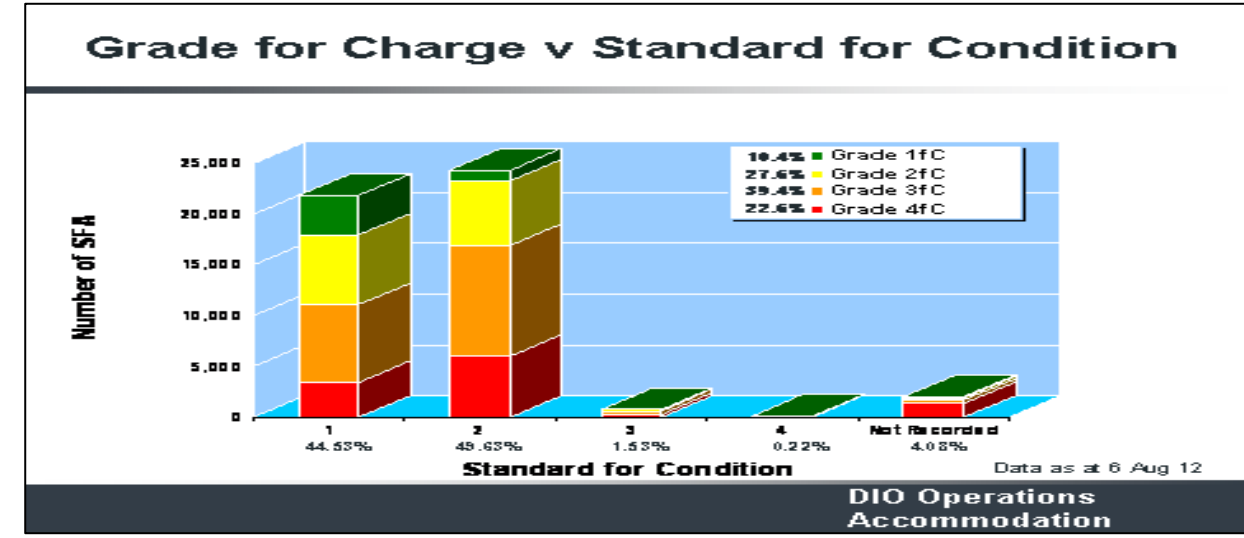
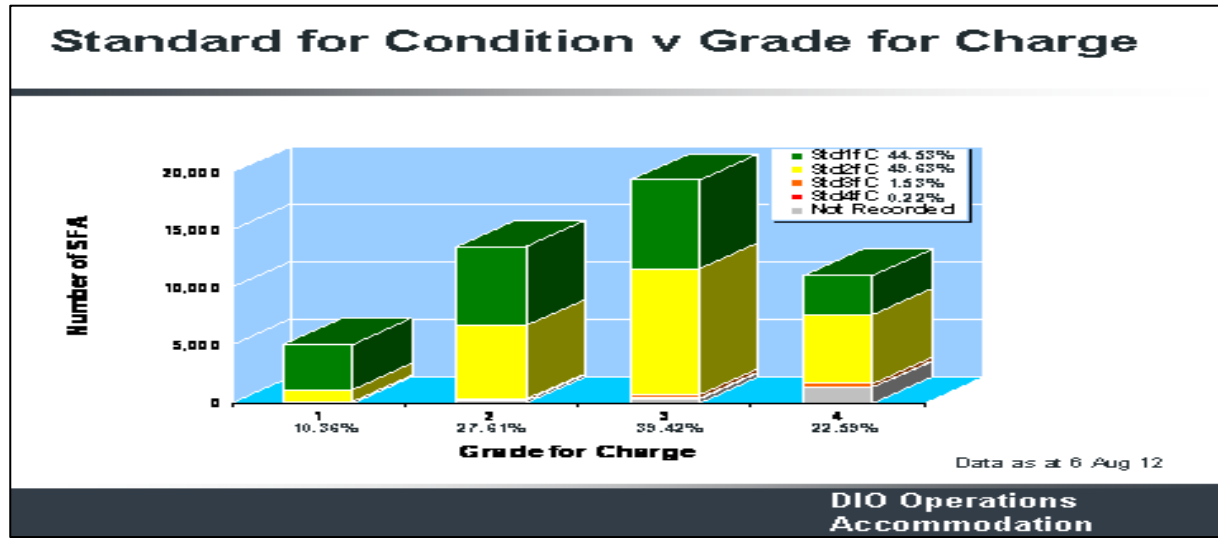


DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs) - JULY 2012

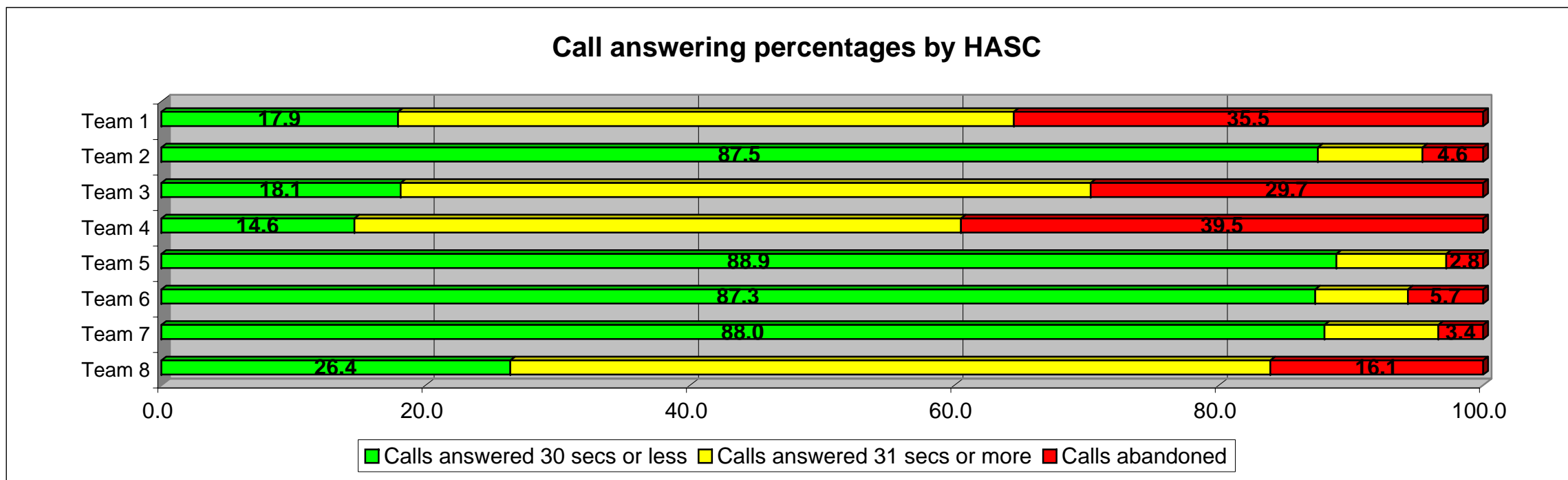
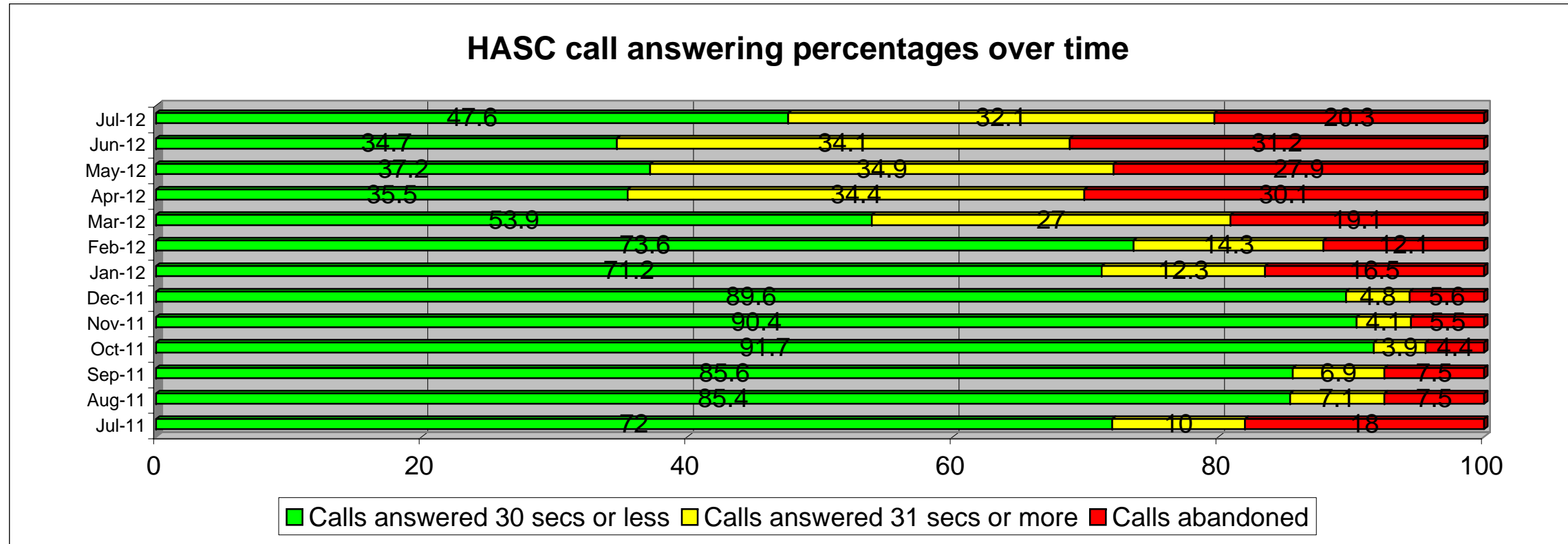
STRATEGIC FRAMEWORK



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

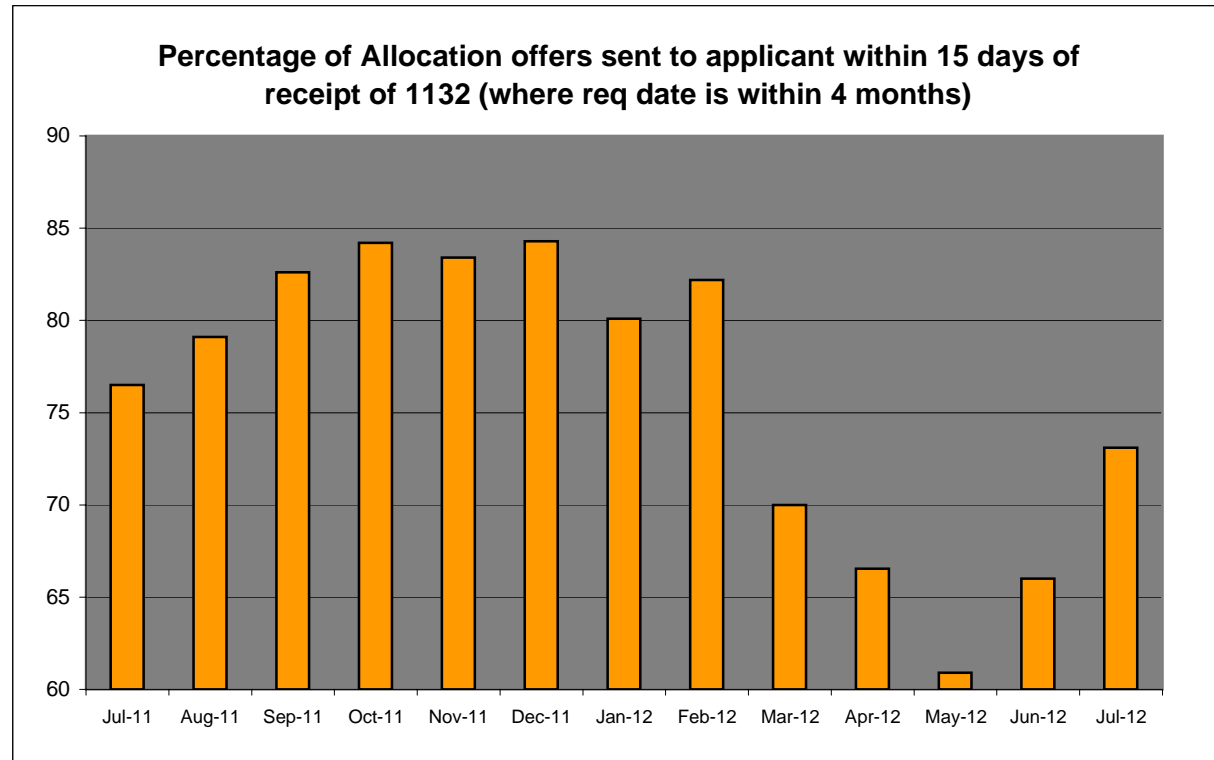
TELEPHONES



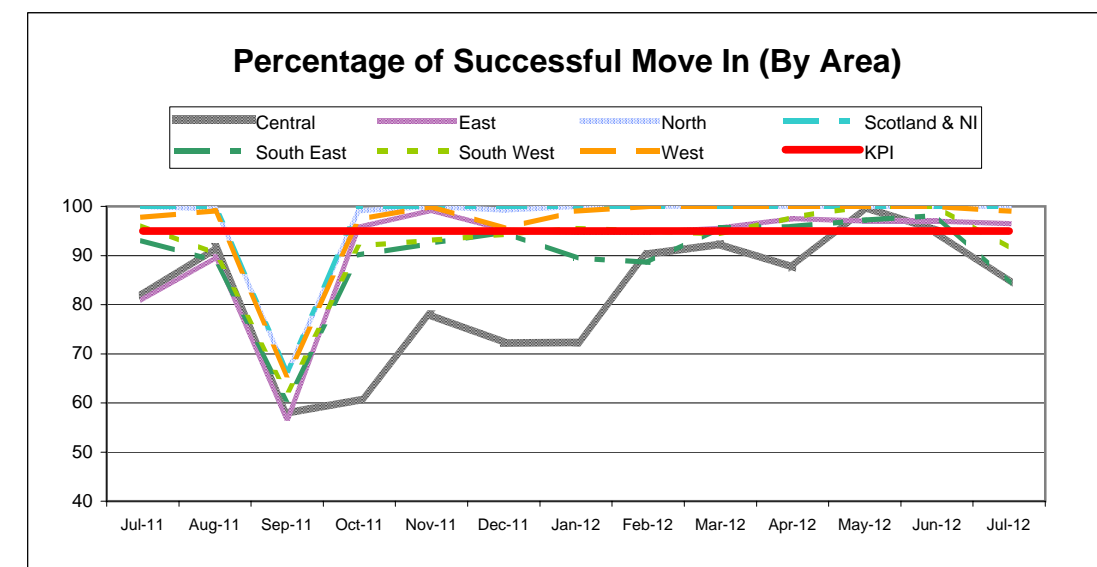
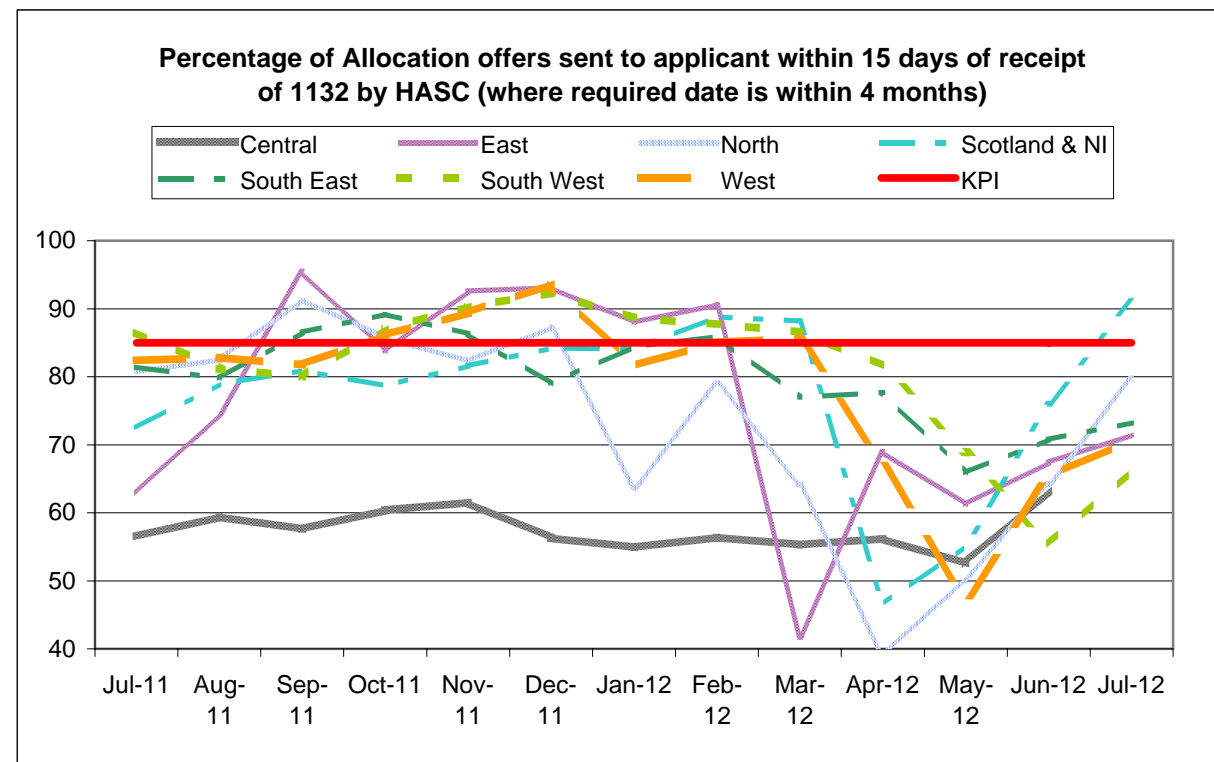
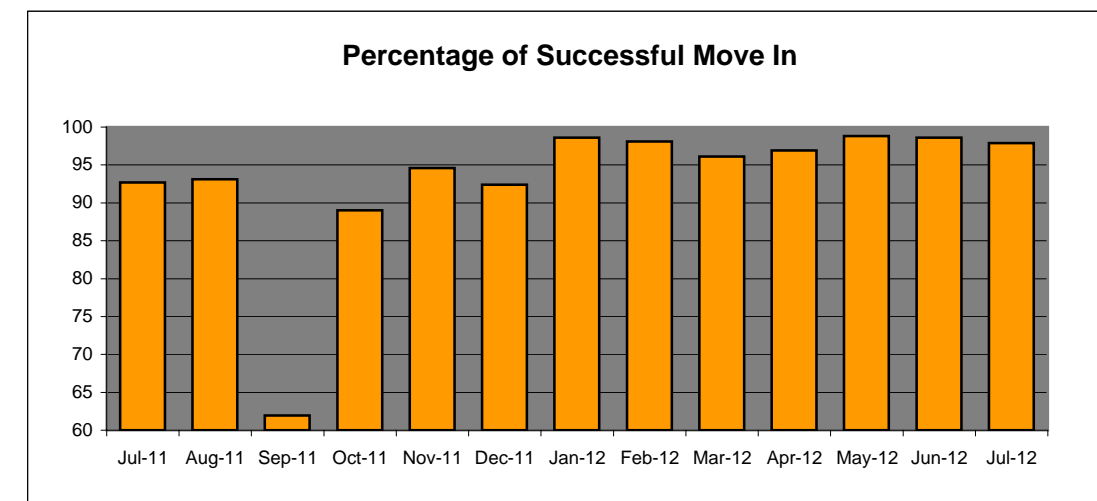
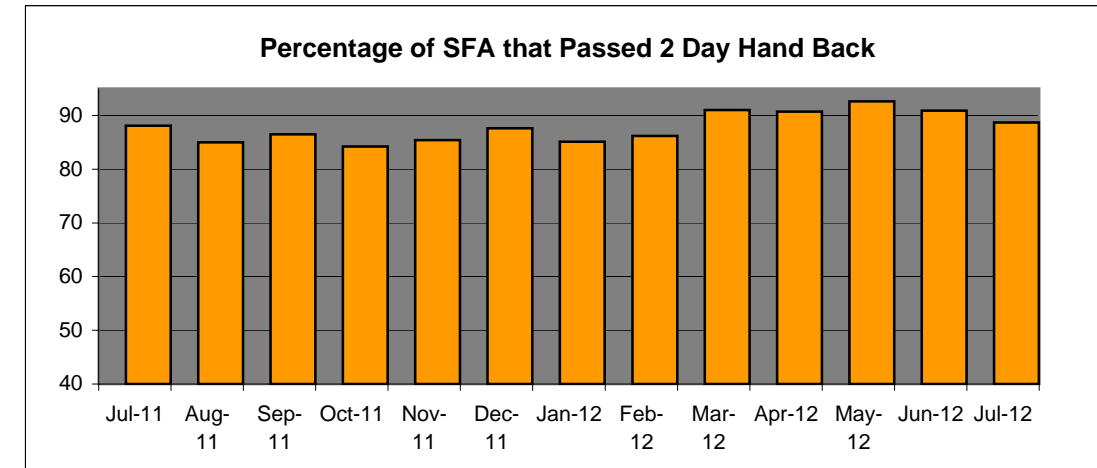
DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

APPLICATION & ALLOCATION



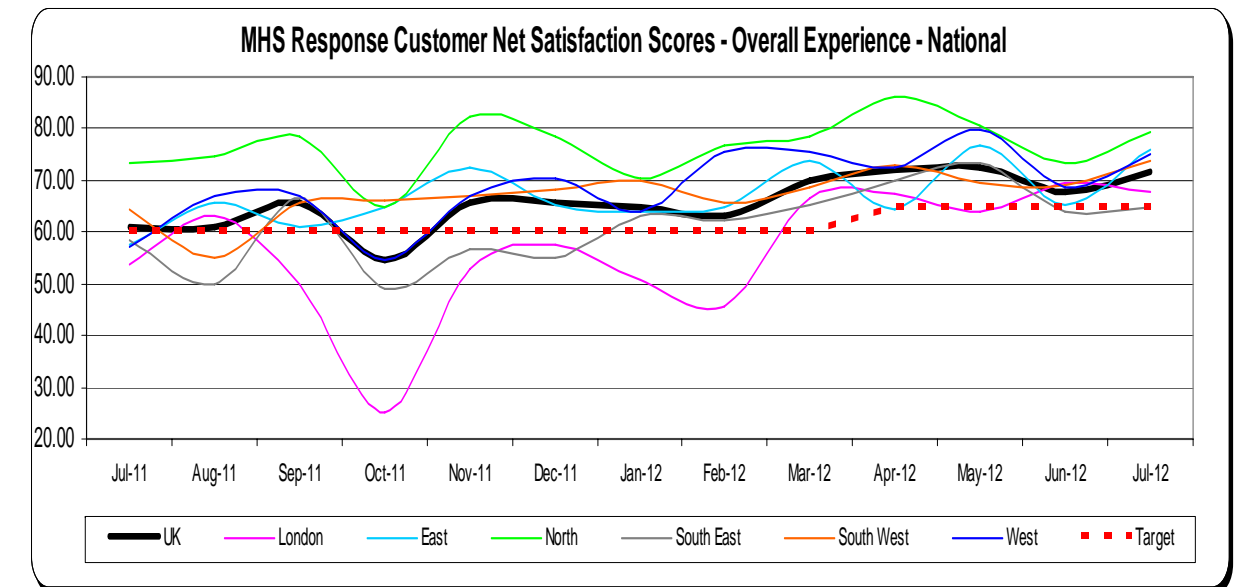
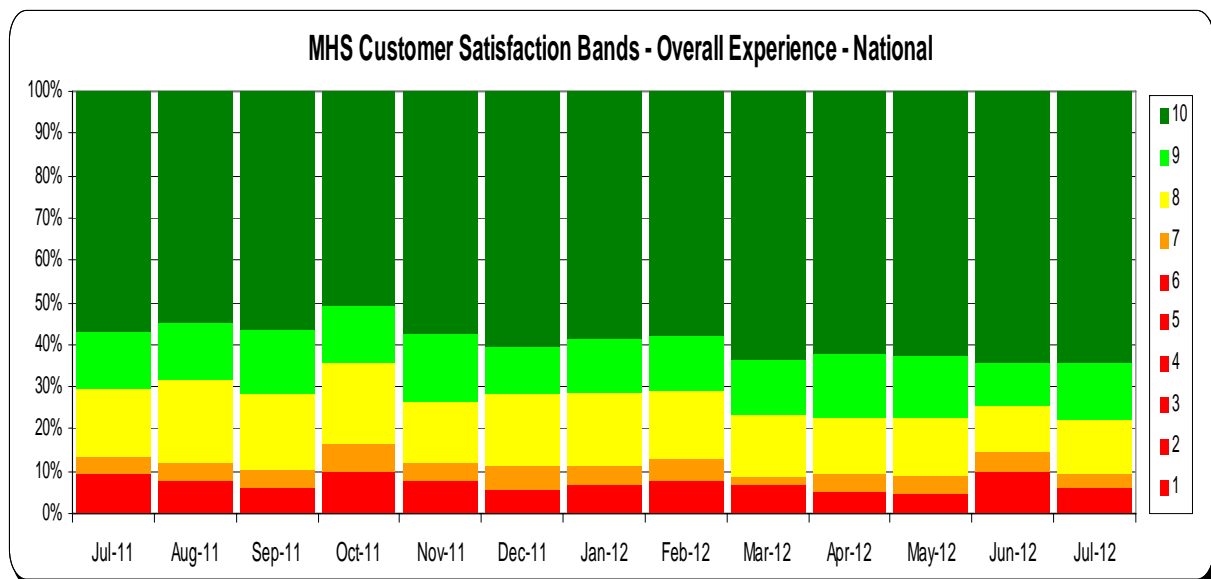
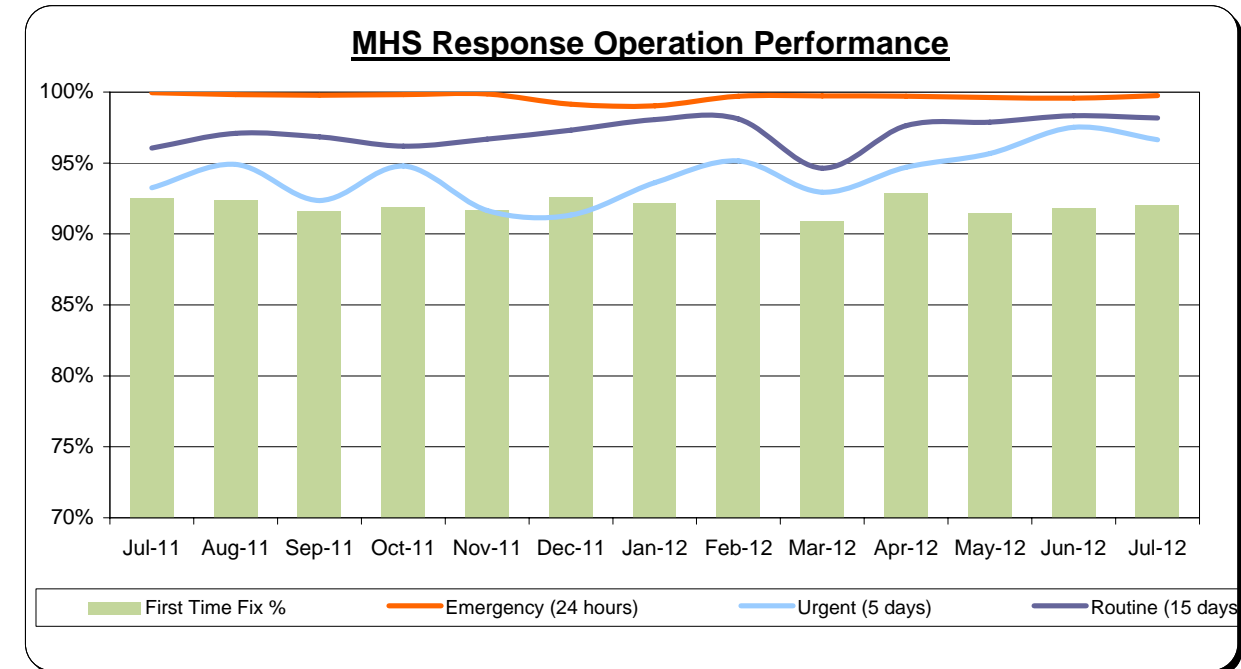
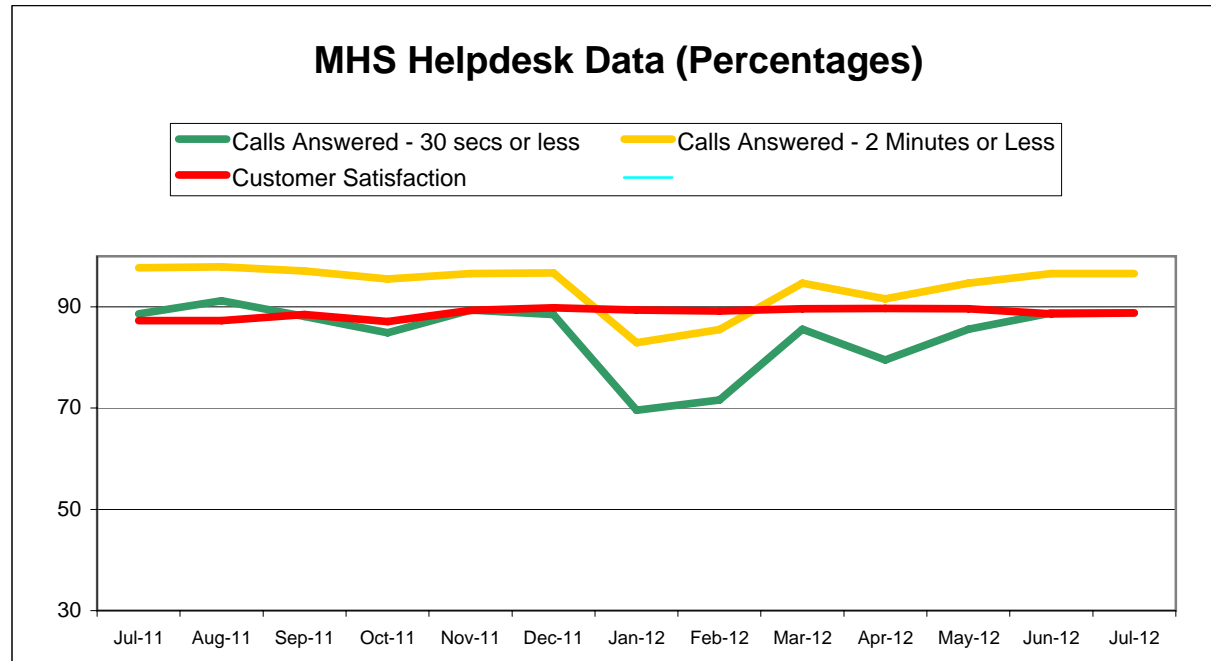
MOVE IN



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

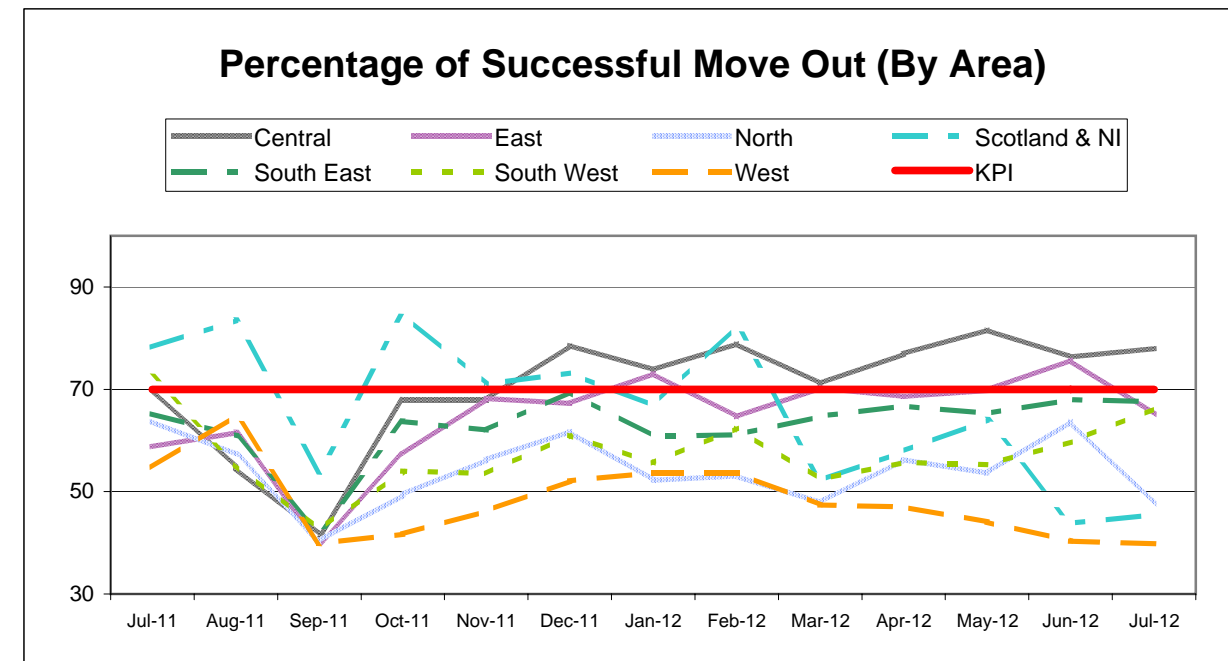
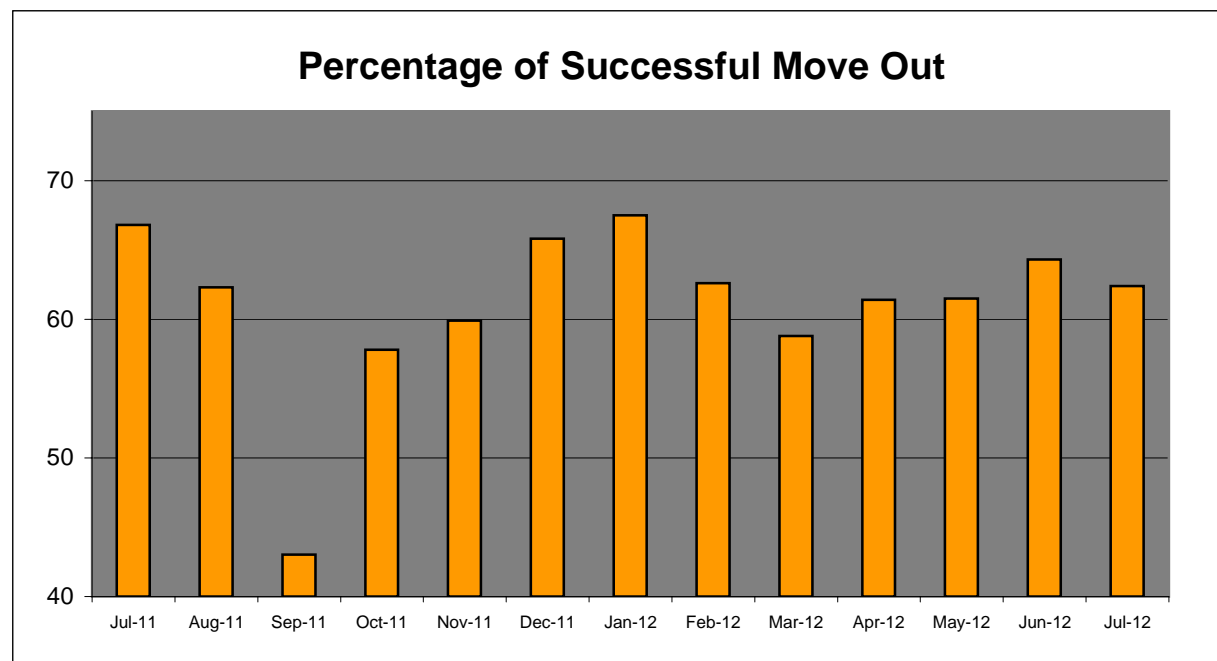
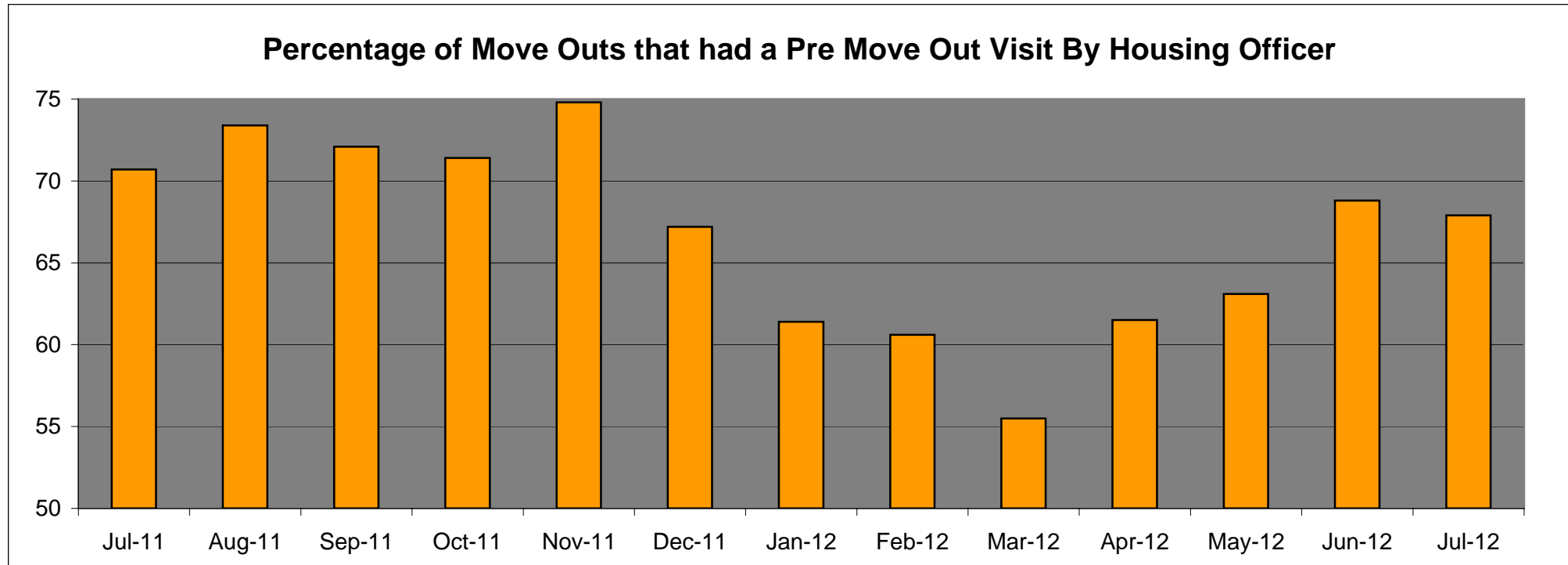
RESPONSE MAINTENANCE



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

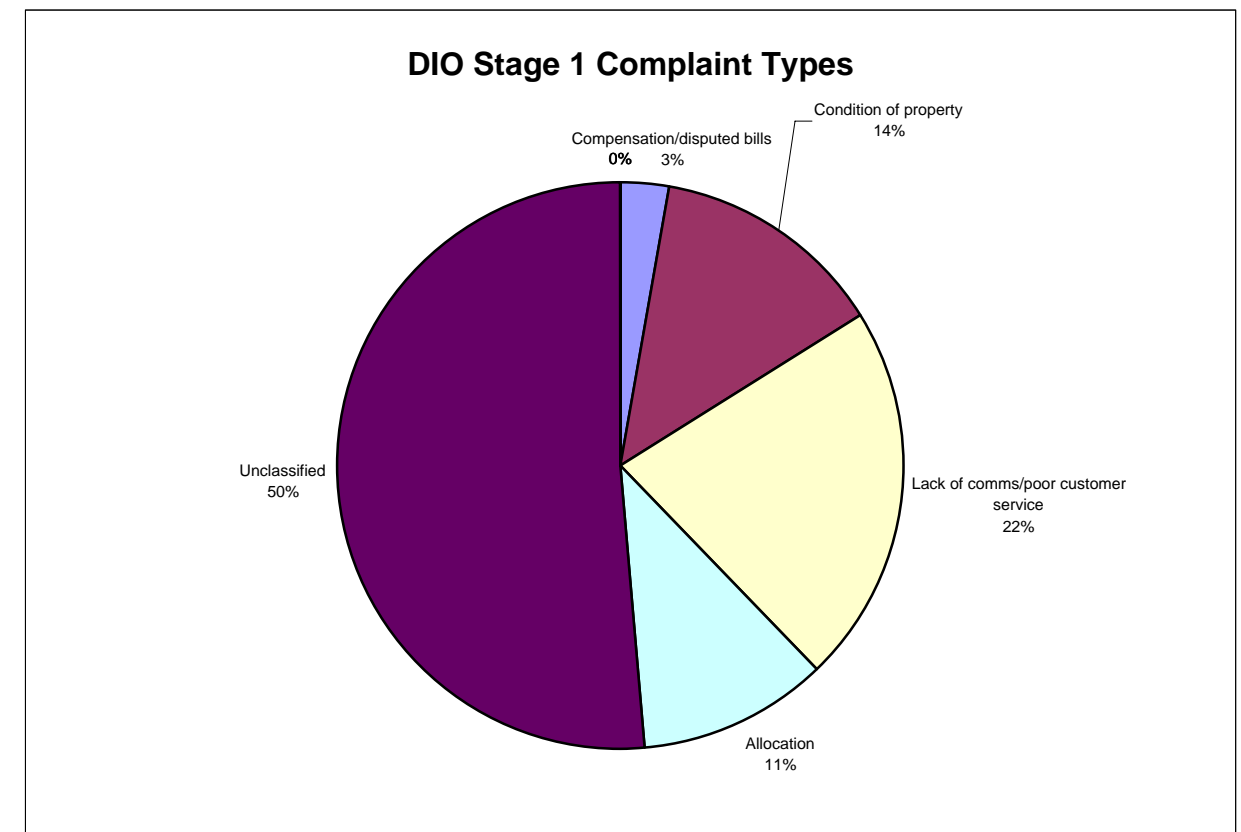
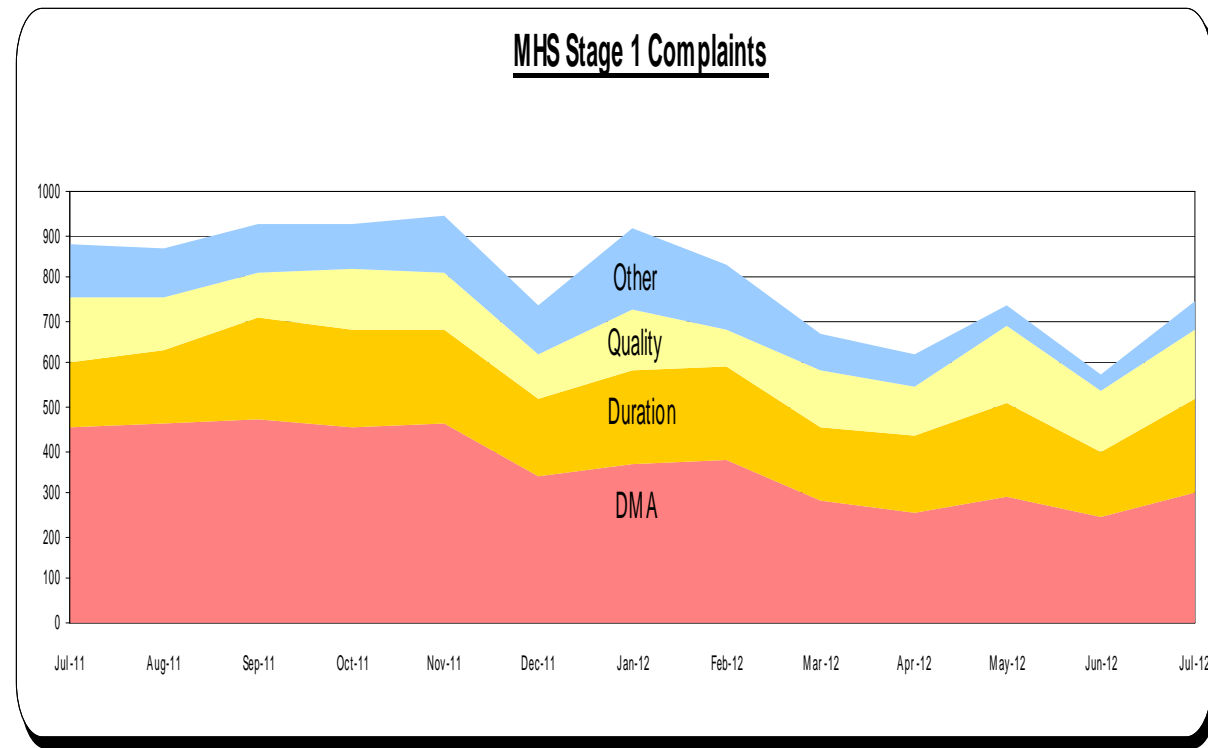
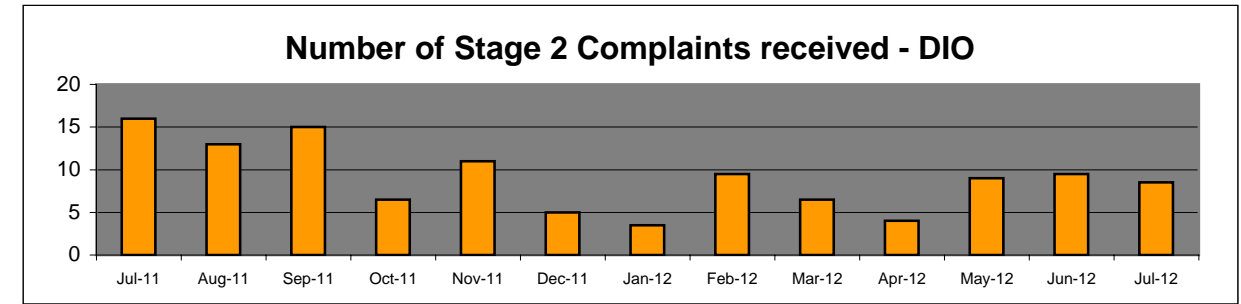
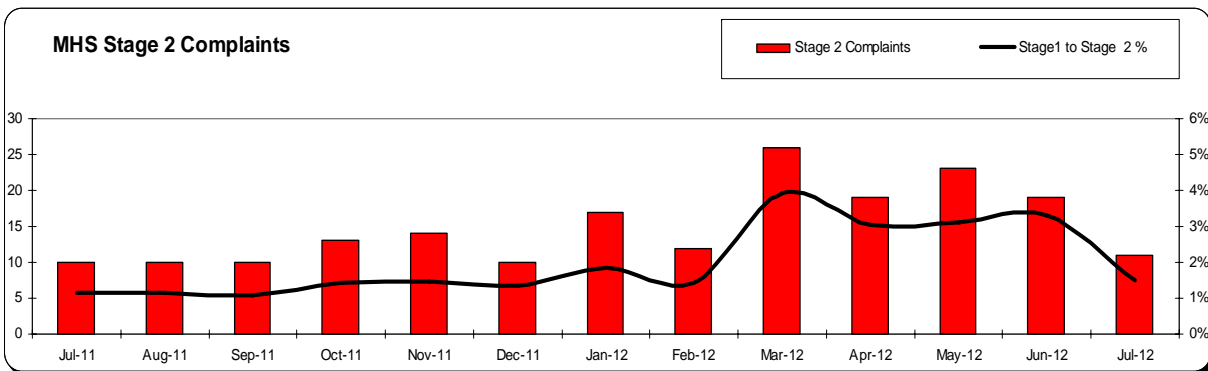
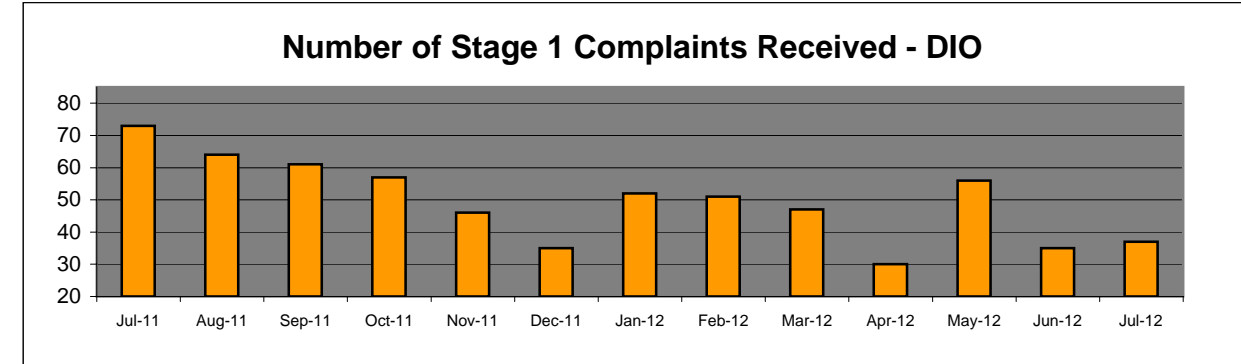
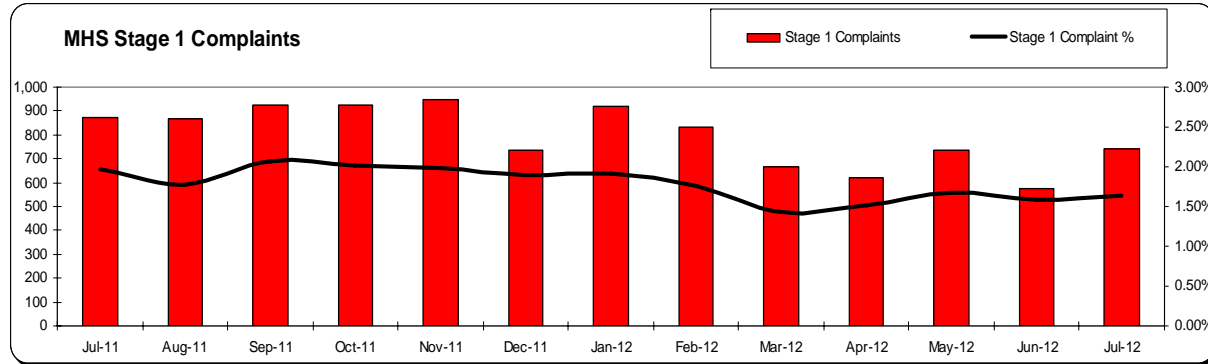
MOVE OUT



# DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

## OPERATIONAL PERFORMANCE

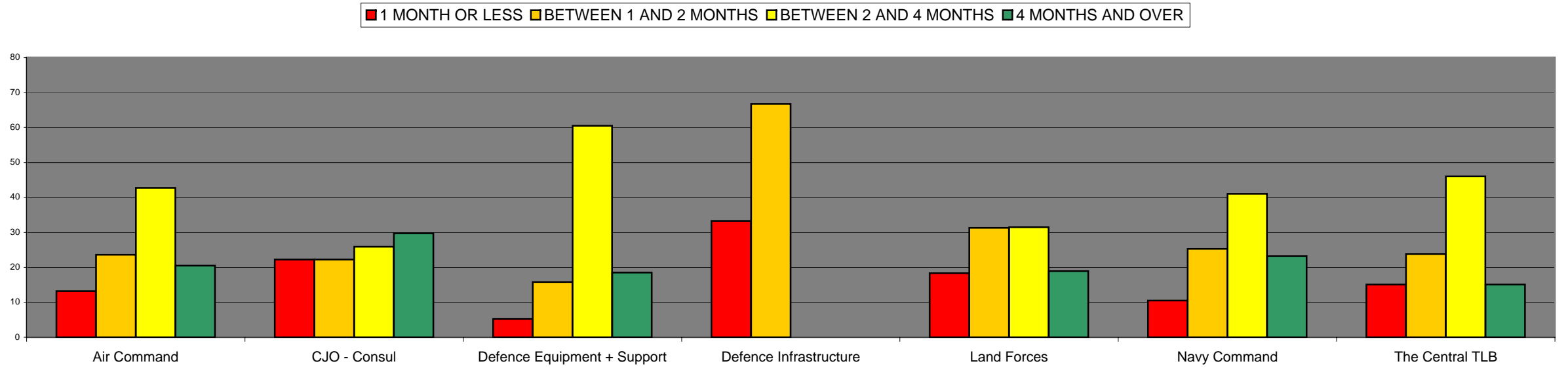
### CUSTOMER SATISFACTION



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

TLB PERFORMANCE

**PERIOD OF NOTICE BETWEEN APPLICATION AND REQUIREMENT DATE GIVEN TO DIO BY TLB (FY 11/12)**



**E1132 Usage**

