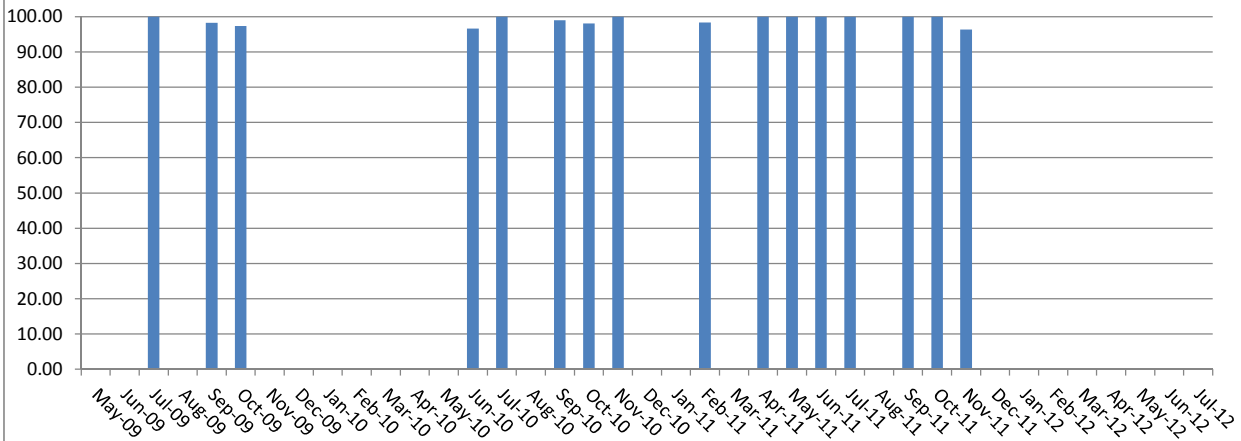


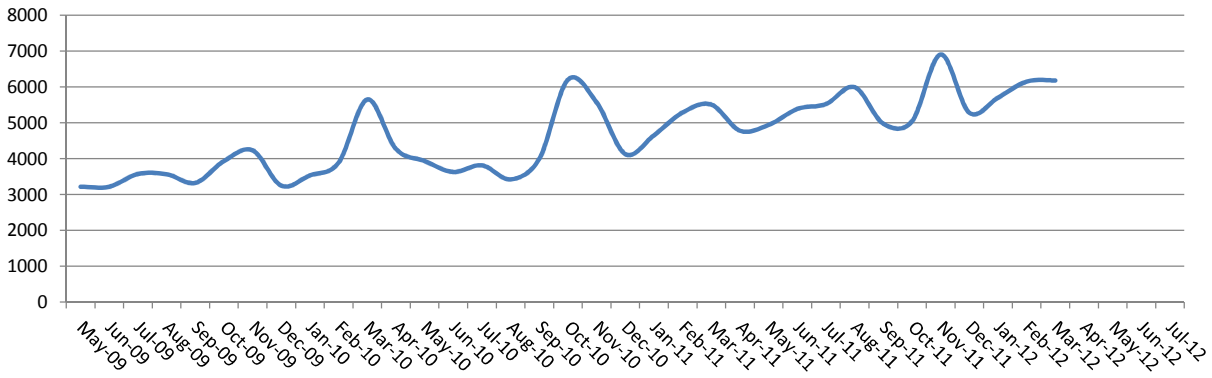
1

PENSION CLINIC SATISFACTION



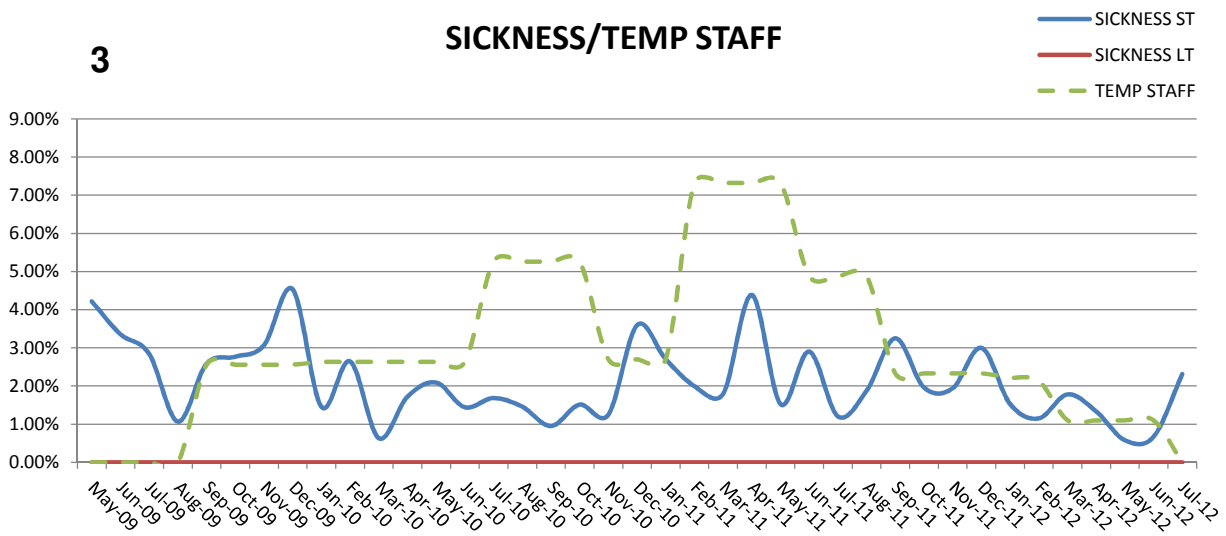
2

WEBSITE HITS



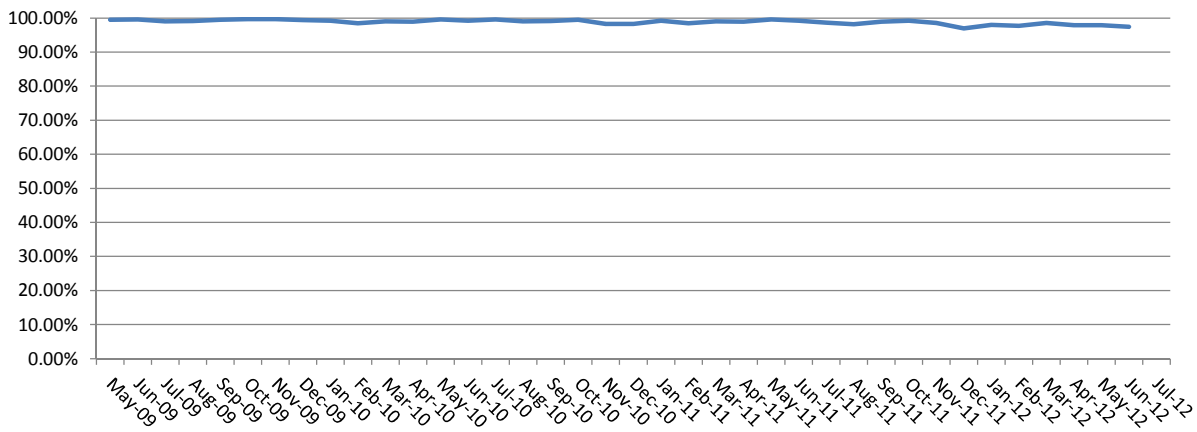
3

SICKNESS/TEMP STAFF



4

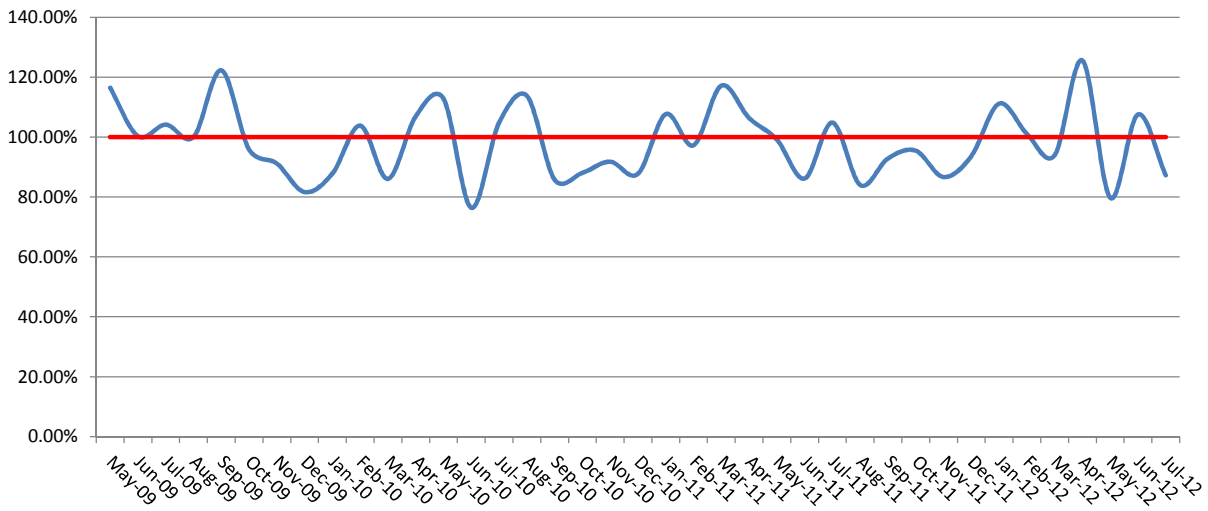
TELEPHONE RESPONSE Within 20 Secs



5

TASKS CREATED & COMPLETED

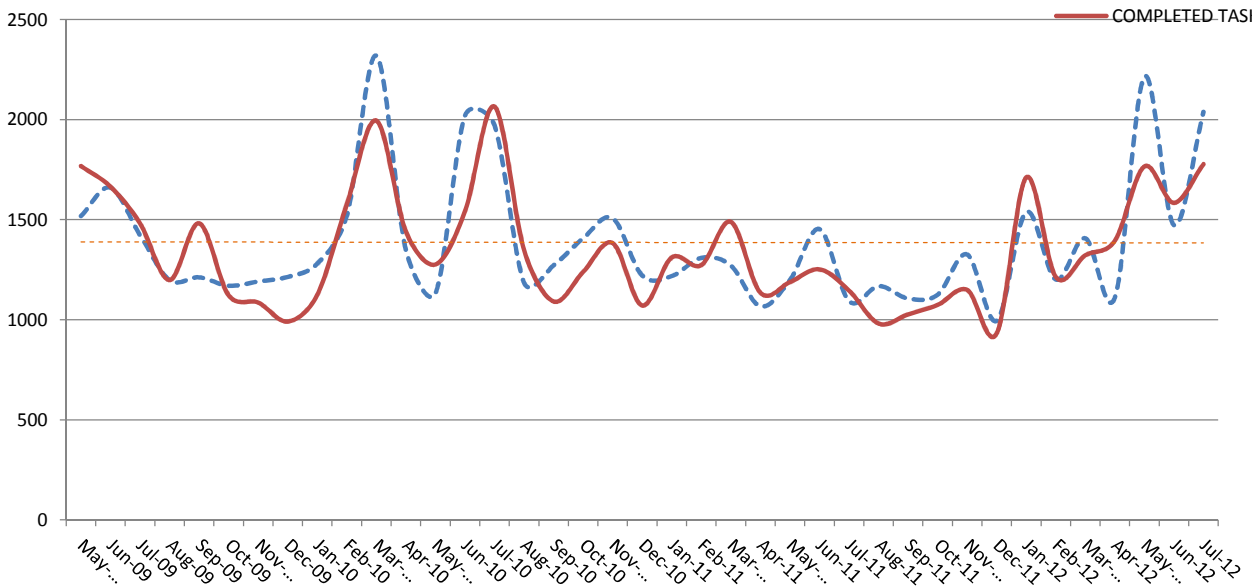
When Blue line goes above Target of 100%. Backlog begins to decrease.



6

NEW CASES CREATED & COMPLETED

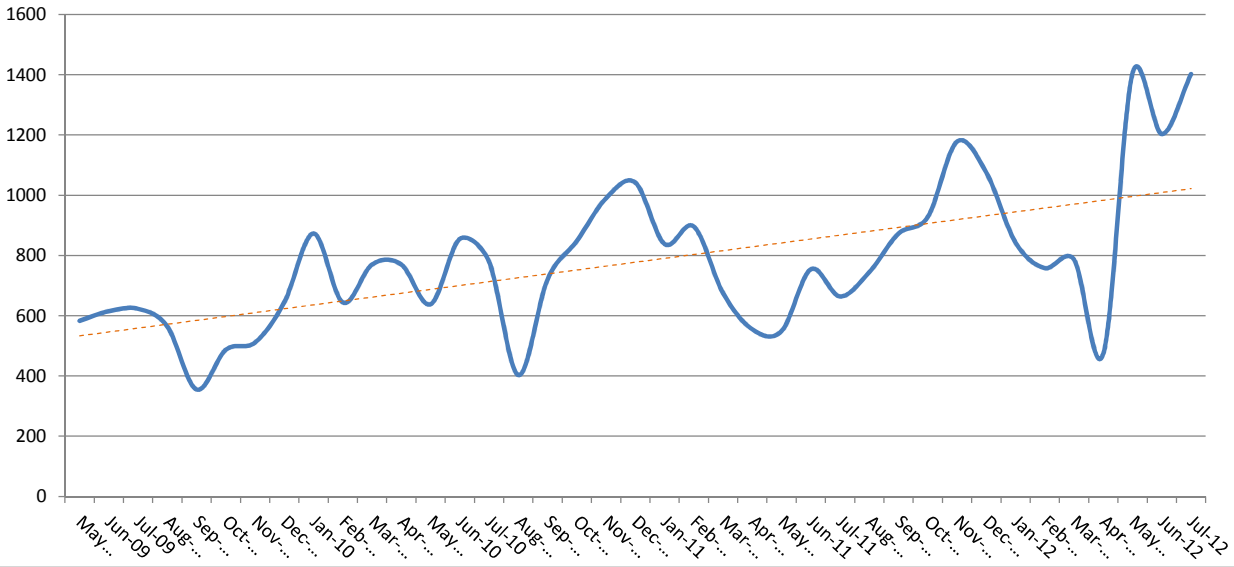
--- CREATED TASKS
— COMPLETED TASKS



7

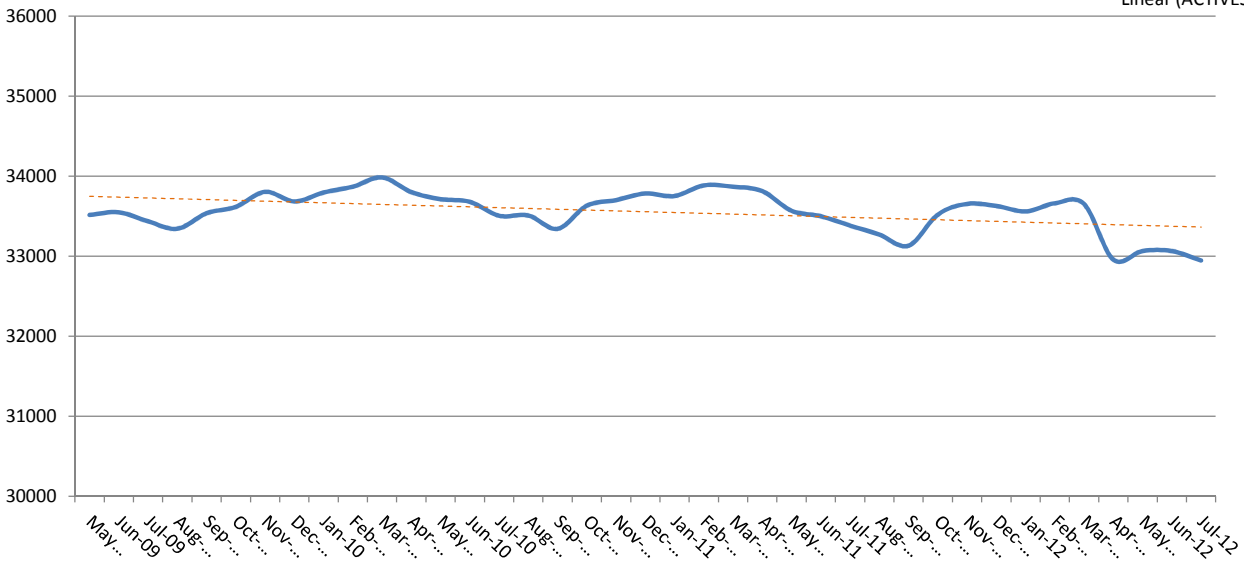
NEW CASES CREATED & COMPLETED

WORKABLE CASES



ACTIVES

ACTIVES
Linear (ACTIVES)



JOINERS & LEAVERS

JOINERS
LEAVERS
Linear (JOINERS)
Linear (LEAVERS)

