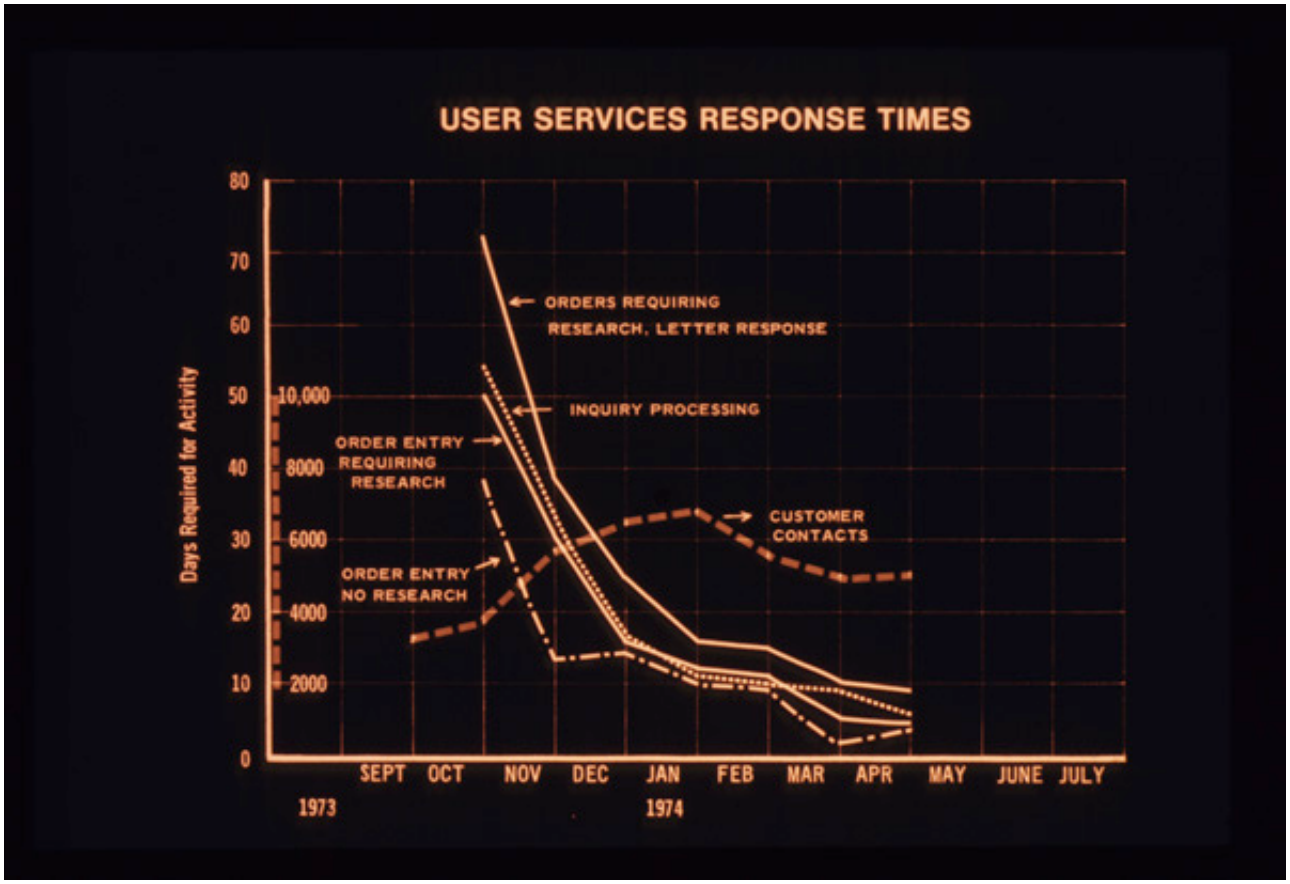
USER SERVICES RESPONSE TIMES
Days Required for Activity
80
70
60
50
40
30
20
10
0
10,000
8000
6000
4000
2000
ORDERS REQUIRING
RESEARCH, LETTER RESPONSE
INQUIRY PROCESSING
ORDER ENTRY
REQUIRING
RESEARCH
CUSTOMER
CONTACTS
ORDER ENTRY
NO RESEARCH
SEPT
OCT
NOV
DEC
JAN
FEB
MAR
APR
MAY
JUNE
JULY
1973
1974