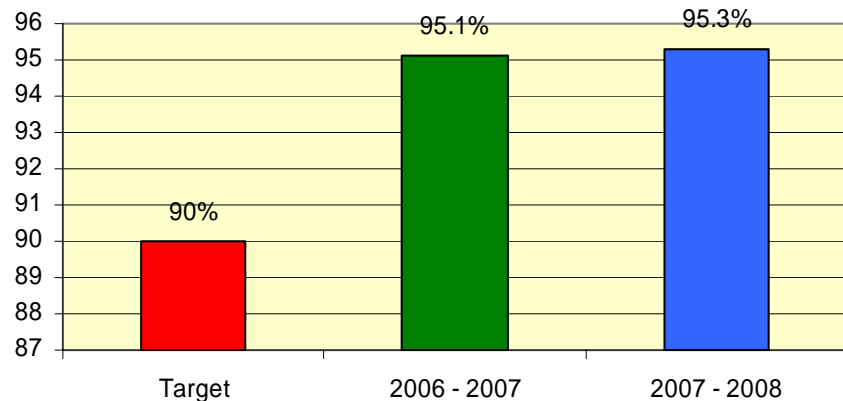
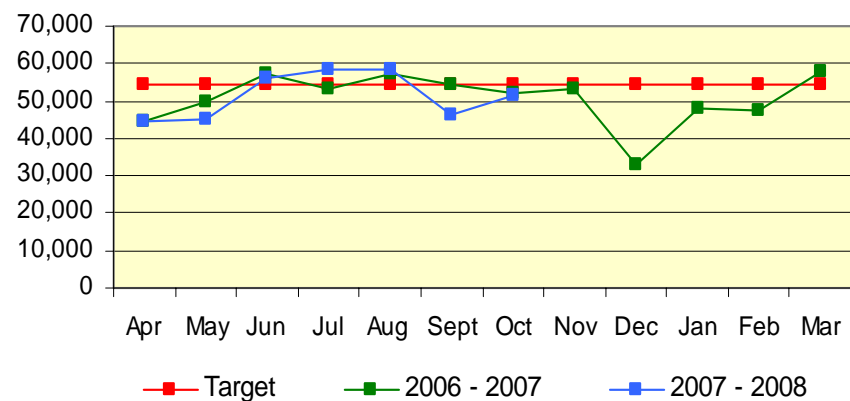


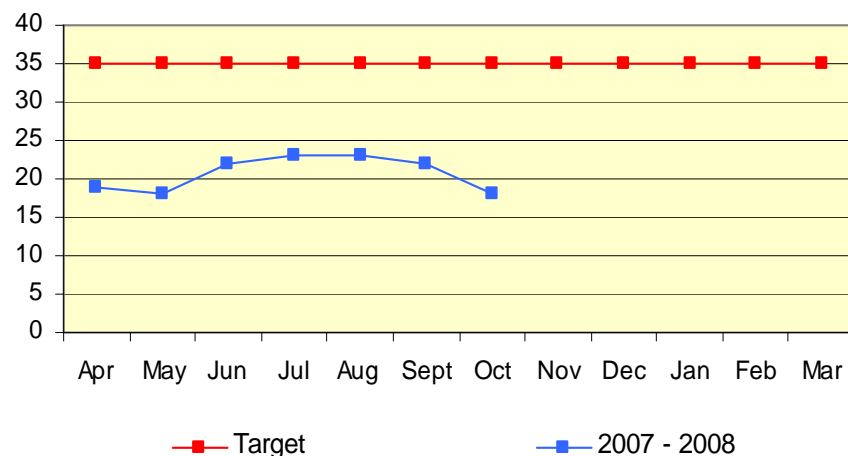
Customer satisfaction (onsite) - percentage of customers satisfied



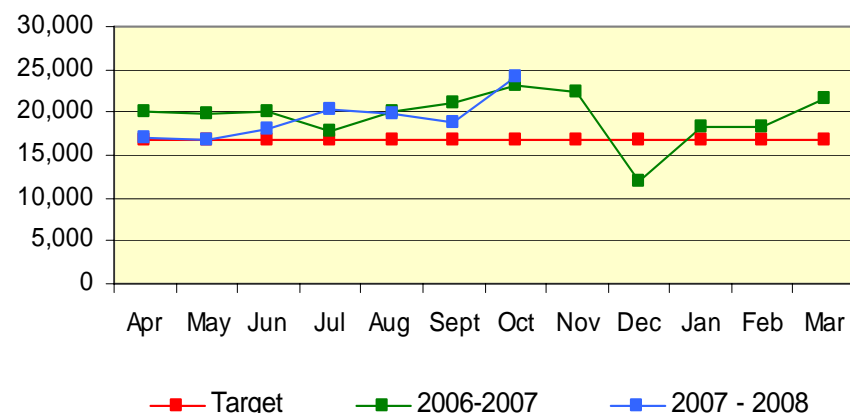
Number of documents delivered onsite (annual target: 655,000)



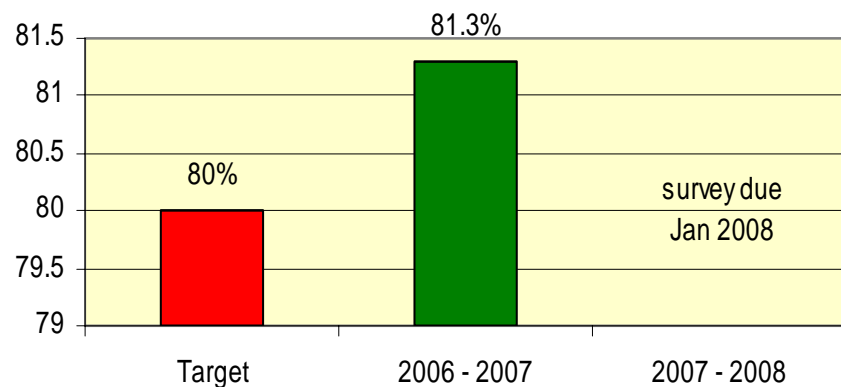
Average document delivery time - minutes



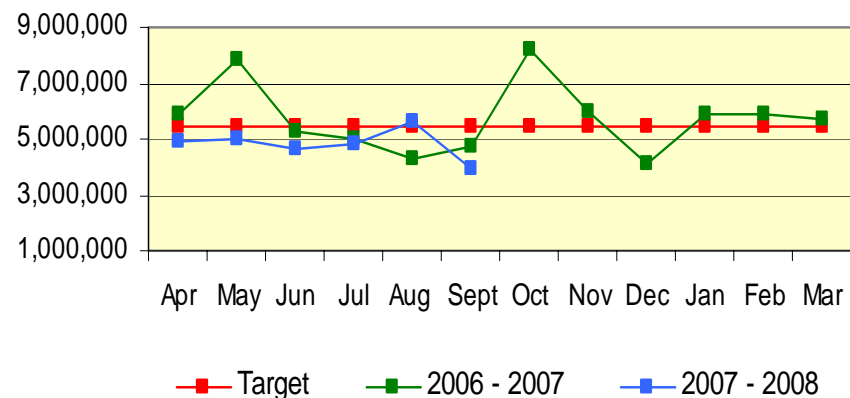
Number of onsite visits - Kew and FRC (annual target: 200,000)



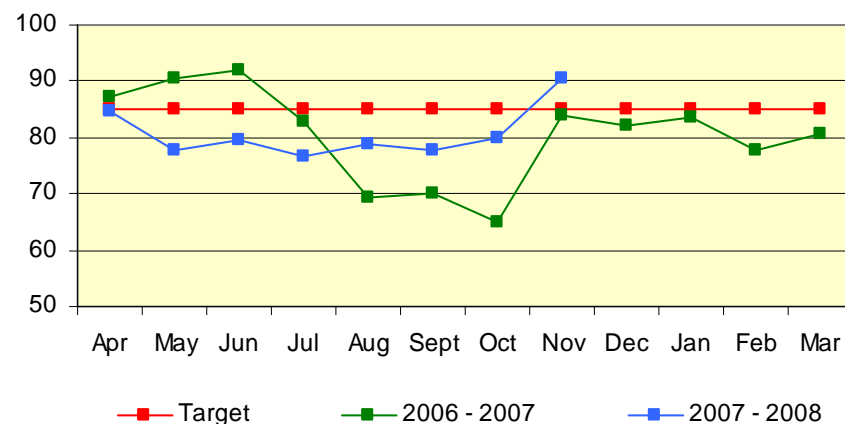
Customer satisfaction (online) - percentage of customers satisfied



Number of documents supplied online (annual target: 65,220,000)



Percentage of telephone calls answered within 20 seconds



Number of visits to TNA websites (annual target: 20,000,000)

