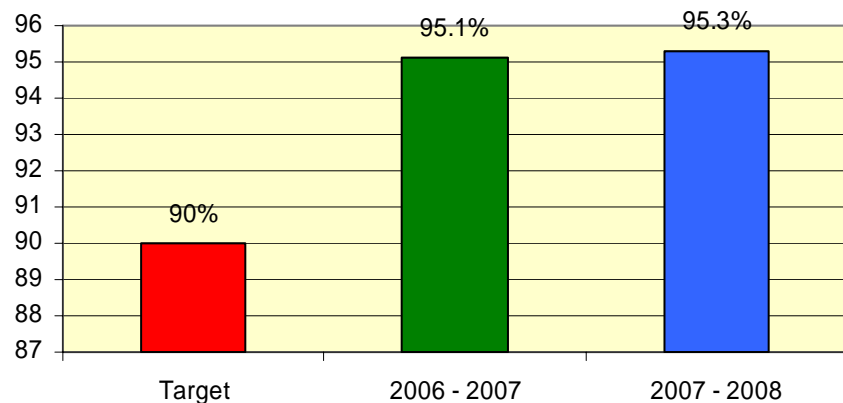
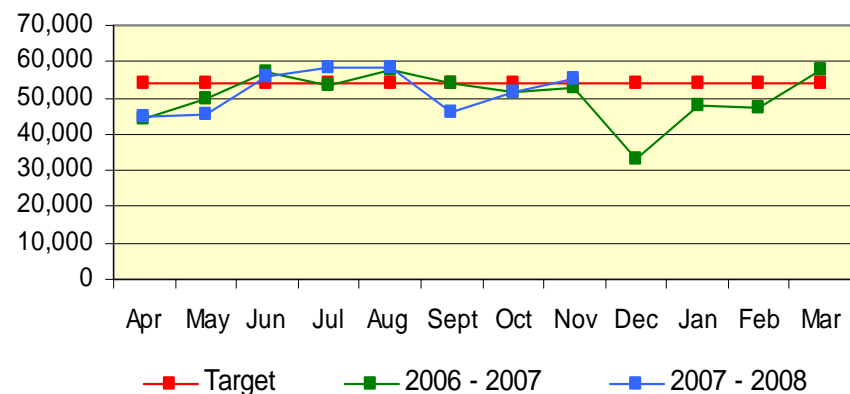


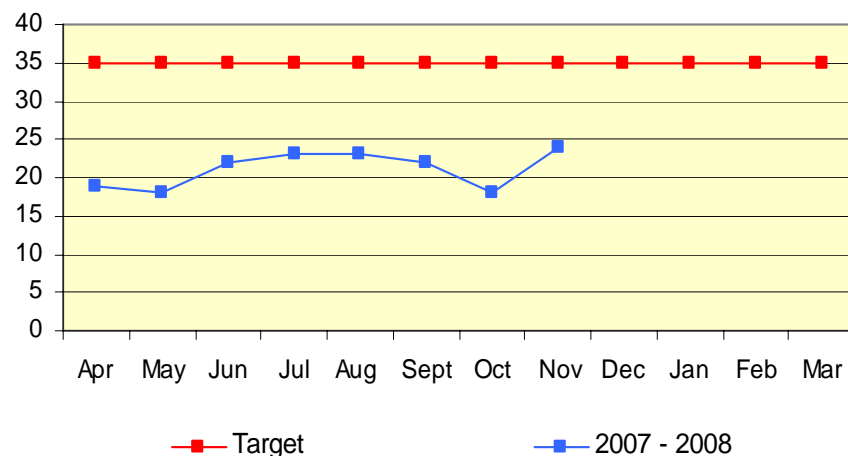
**Customer satisfaction (onsite) - percentage of customers satisfied**



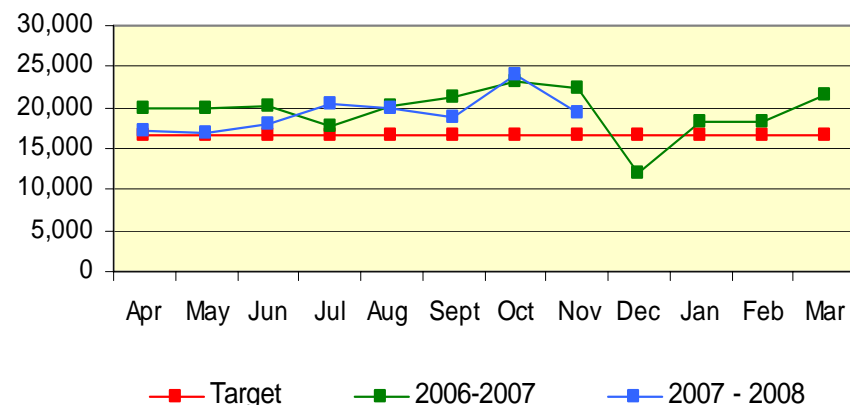
**Number of documents delivered onsite (annual target: 655,000)**



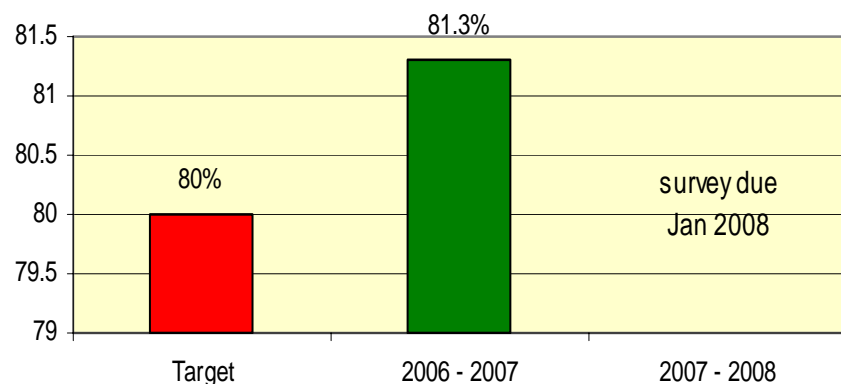
**Average document delivery time - minutes**



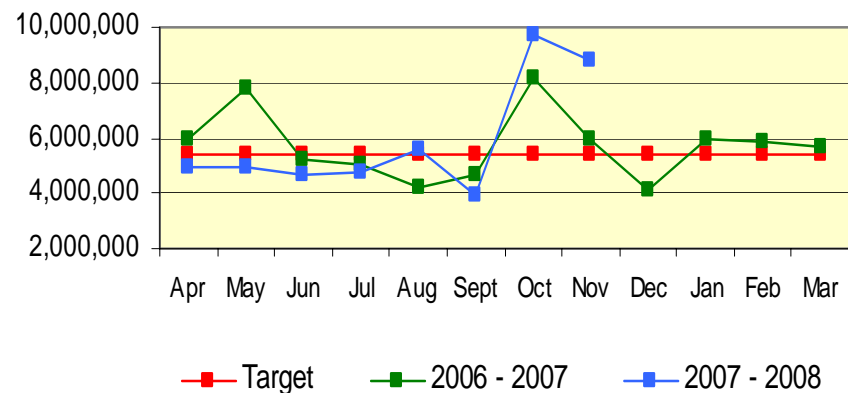
**Number of onsite visits - Kew and FRC (annual target: 200,000)**



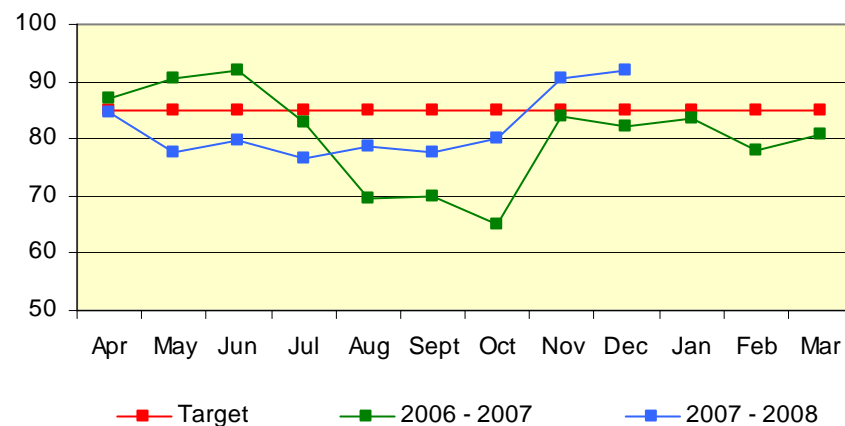
**Customer satisfaction (online) - percentage of customers satisfied**



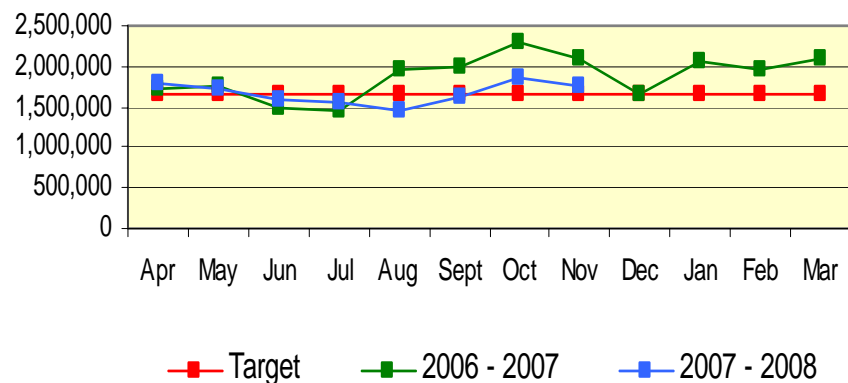
**Number of documents supplied online (annual target: 65,220,000)**



**Percentage of telephone calls answered within 20 seconds**



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



### Availability of key online services (percentage of time available)

