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<b>DP Dependability</b>	DP2 -	DP21 -
		DP22 -
		DP23 -
		DP24 -
		DP25 -
<b>RS Responsiveness</b>	RS3 -	RS31 -
		RS32 -
	RS2 -	RS33 -
		RS14 -
		RS21 -
<b>CO Cost</b>	CO2 Customer Acquisition Costs	RS22 -
		CO21 -
		CO22 -
<b>AE Asset Efficiency</b>	AE3 -	CO23 -
		AE31 -
		AE32 -
	AE4 -	AE33 -
		AE41 -
		AE42 -

## SALES & SUPPORT OPERATIONS

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2020 EDITION



