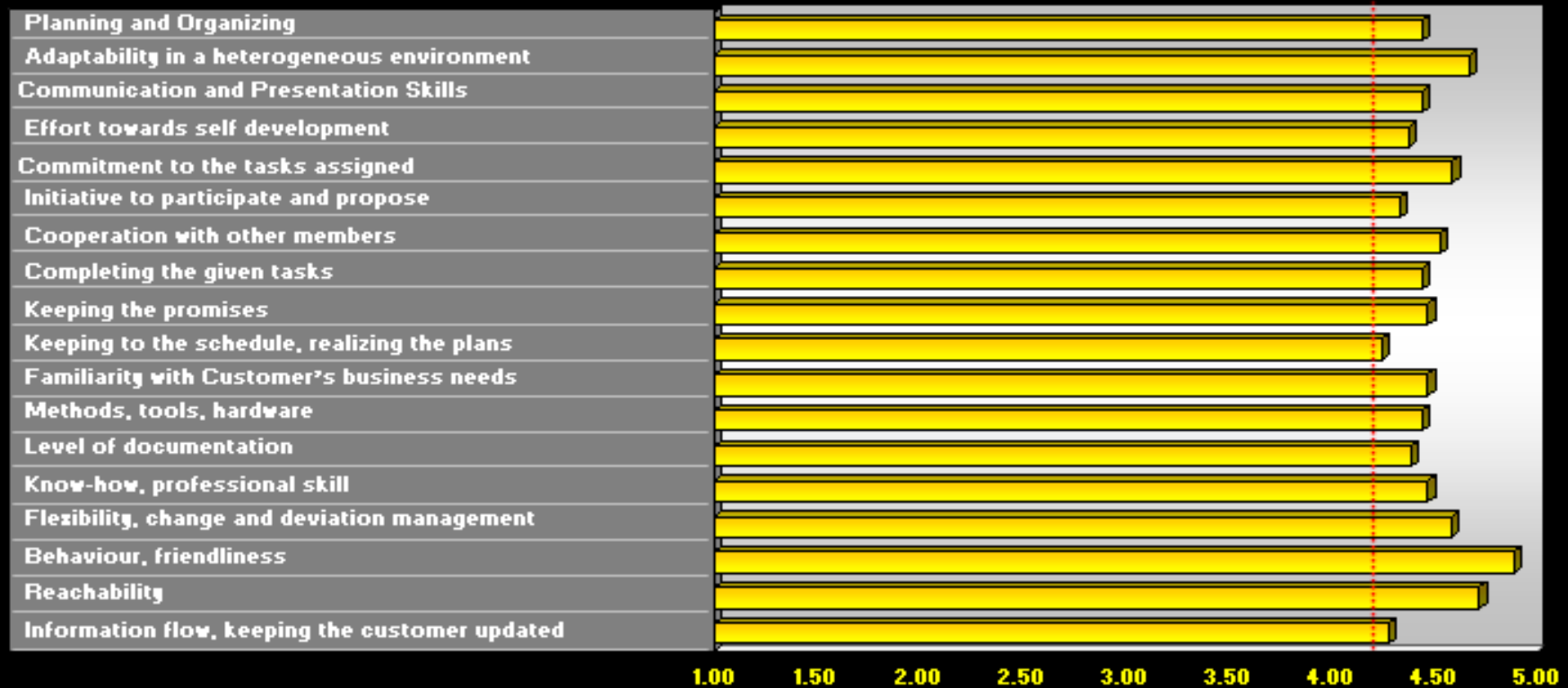




"Promise only what you can deliver. Then deliver more."

Customer Satisfaction 2008



→ *Customer satisfaction questionnaire for year 2008*
 → *Average 4.49, above target which was 4.25*