

CUSTOMER SATISFACTION!



QUALITY OBJECTIVES

- To achieve a software impact **score of 2.5 or lower**. This will be achieved by:
 - Creating fewer bugs.
 - Catching bugs early.
 - Fixing bugs quickly.
- To achieve a new-release satisfaction score of at least **4 out of 5 stars**.
- To achieve an instructor-led training satisfaction score of at least **85%**.



ENVIRONMENTAL OBJECTIVES

- To achieve an Energy Utilization Intensity (**EUI**) of **100 kWh/m²/yr.**, or lower for the headquarters site.
- To achieve an average alternative-transportation patronage rate of **45% or higher**.