

Major Customer Order Cycle Time Report								
<b>January 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	968	35	161	343	228	77	123
in 2 days		56%	4%	17%	35%	24%	8%	13%
F	29%	8232	186	1415	2298	1344	967	2020
in 2 days		47%	2%	17%	28%	16%	12%	25%
N	67%	18919	995	5781	5961	3725	1431	1025
in 2 days		67%	5%	31%	32%	20%	8%	5%
Total Orders	100%	28119	1216	7357	8602	5297	2475	3168
in 2 days		61%	4%	26%	31%	19%	9%	11%
<b>February 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	839	27	201	258	147	58	148
in 2 days		58%	3%	24%	31%	18%	7%	18%
F	28%	6857	267	1889	1958	1080	402	1261
in 2 days		60%	4%	28%	29%	16%	6%	18%
N	69%	16755	1347	5849	5243	2194	846	1276
in 2 days		74%	8%	35%	31%	13%	5%	8%
Total Orders	100%	24451	1641	7939	7459	3421	1306	2685
in 2 days		70%	7%	32%	31%	14%	5%	11%

<b>March 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	759	35	255	189	122	43	115
in 2 days		63%	5%	34%	25%	16%	6%	15%
F	27%	7317	303	2083	2417	907	430	1177
in 2 days		66%	4%	28%	33%	12%	6%	16%
N	70%	18593	1648	7814	4977	2106	697	1351
in 2 days		78%	9%	42%	27%	11%	4%	7%
Total Orders	100%	26669	1986	10152	7583	3135	1170	2643
in 2 days		74%	7%	38%	28%	12%	4%	10%
<b>April 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	600	63	203	196	58	29	51
in 2 days		77%	11%	34%	33%	10%	5%	9%
F	24%	5333	186	1803	1538	601	313	892
in 2 days		66%	3%	34%	29%	11%	6%	17%
N	74%	16724	1262	5121	5840	2638	872	991
in 2 days		73%	8%	31%	35%	16%	5%	6%
Total Orders	100%	22657	1511	7127	7574	3297	1214	1934
in 2 days		72%	7%	31%	33%	15%	5%	9%

<b>May 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	695	54	128	222	182	47	62
in 2 days		58%	8%	18%	32%	26%	7%	9%
F	23%	5674	241	1390	1734	718	389	1202
in 2 days		59%	4%	24%	31%	13%	7%	21%
N	74%	17995	952	6086	5851	2721	952	1433
in 2 days		72%	5%	34%	33%	15%	5%	8%
Total Orders	100%	24364	1247	7604	7807	3621	1388	2697
in 2 days		68%	5%	31%	32%	15%	6%	11%
<b>June 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	4%	1015	126	394	307	67	38	83
in 2 days		81%	12%	39%	30%	7%	4%	8%
F	22%	5169	162	1144	1377	910	501	1075
in 2 days		52%	3%	22%	27%	18%	10%	21%
N	73%	16990	1917	8334	4607	946	336	850
in 2 days		87%	11%	49%	27%	6%	2%	5%
Total Orders	100%	23174	2205	9872	6291	1923	875	2008
in 2 days		79%	10%	43%	27%	8%	4%	9%

<b>July 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	4%	942	116	296	294	109	55	72
in 2 days		75%	12%	31%	31%	12%	6%	8%
F	21%	4663	88	155	646	976	863	1935
in 2 days		19%	2%	3%	14%	21%	19%	41%
N	75%	17070	1921	8510	4120	1403	390	726
in 2 days		85%	11%	50%	24%	8%	2%	4%
Total Orders	100%	22675	2125	8961	5060	2488	1308	2733
in 2 days		71%	9%	40%	22%	11%	6%	12%
<b>Aug 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	4%	965	80	213	173	104	276	119
in 2 days		48%	8%	22%	18%	11%	29%	12%
F	21%	5644	106	262	1261	1206	958	1851
in 2 days		29%	2%	5%	22%	21%	17%	33%
N	75%	19864	1964	11310	3971	1179	479	961
in 2 days		87%	10%	57%	20%	6%	2%	5%
Total Orders	100%	26473	2150	11785	5405	2489	1713	2931
in 2 days		73%	8%	45%	20%	9%	6%	11%

<b>Sep 2007</b>								
Order Method	% of orders	total orders / orders shipped in 2 days	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A	3%	610	75	249	156	32	24	74
in 2 days		79%	12%	41%	26%	5%	4%	12%
F	22%	4949	91	392	841	1550	952	1123
in 2 days		27%	2%	8%	17%	31%	19%	23%
N	75%	16704	1888	8269	4178	1129	565	675
in 2 days		86%	11%	50%	25%	7%	3%	4%
Total Orders	100%	22263	2054	8910	5175	2711	1541	1872
in 2 days		72%	9%	40%	23%	12%	7%	8%

**Summary - Cycle Time 9 month Improvement (Jan - Sept 2007)**

Order Method	Increased % of orders shipped in 2 days fro Jan to Sept	Same Day	Day 1	Day 2	Day 3	Day 4	5+ days
A							
in 2 days	23%	9%	24%	-10%	-18%	-4%	-1%
F							
in 2 days	-21%	0%	-9%	-11%	15%	7%	-2%
N							
in 2 days	18%	6%	19%	-6%	-13%	-4%	-1%
Total Orders							
in 2 days	11%	5%	14%	-7%	-7%	-2%	-3%