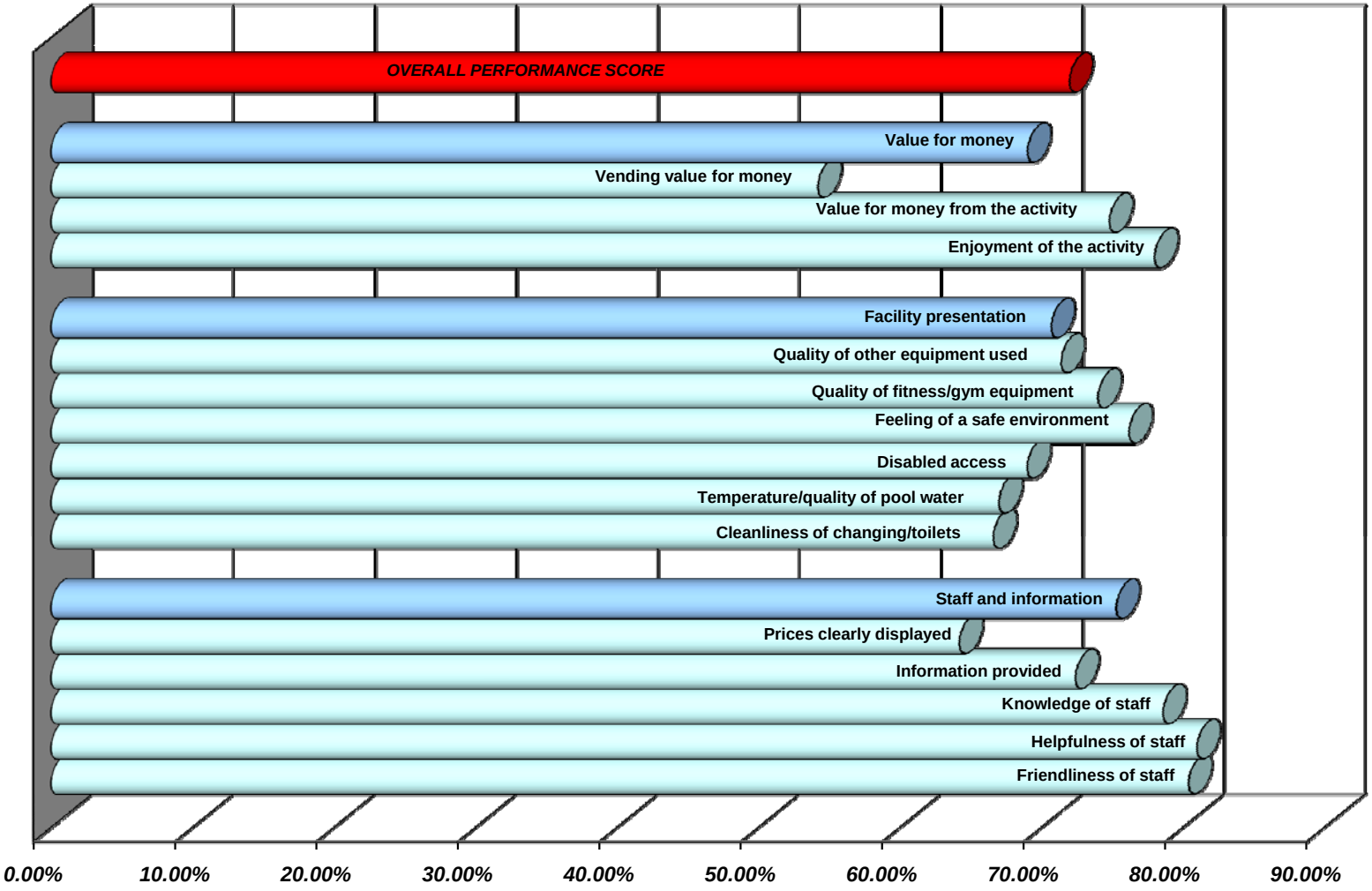Customer Survey 2009
PERFORMANCE SCORES