

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 dealer satisfaction score of at least **4 out of 5 stars**.
Surveyed biannually in May and November.
- 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 **Net Carbon Zero** at 120 Hallowell by **2030**.

