

Owner	Service Indicator	Standard SLA	Performance	
			Actual	Reasons for Failure
BBG	Account Opening TAT	85%		
	Teller Line Wait	85%		
	Cash withdrawal TAT	85%		
	Manager's Check (MC) Application	85%		
	Renewal of Term Deposit (TD)	85%		
	Customer Satisfaction Survey	90%		
	Net Promoter Score	80%		