



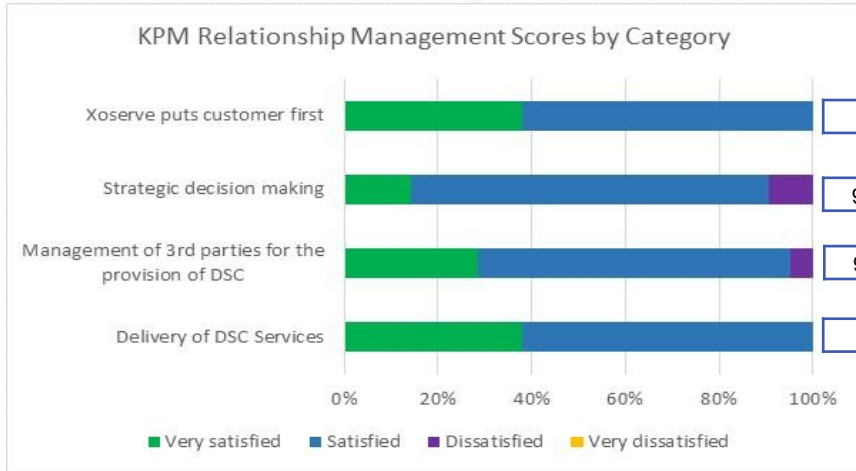
KPM Relationship Management

Contract Management Committee

Q1 – June 2022

# KPM Relationship Management Scores

Target	June-22 Score
95%	96.43%



## Improvement areas identified from customer feedback

- Xoserve's management of services and performance post separation
- Online navigation, search functionality and content maintenance
- Easy accessible process knowledge and guidance for new Shippers