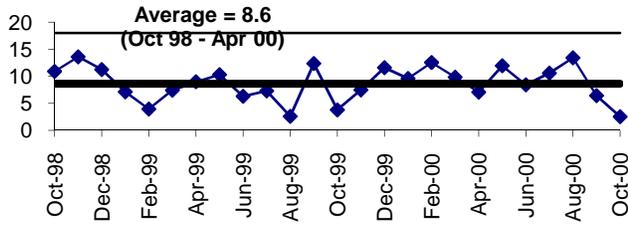


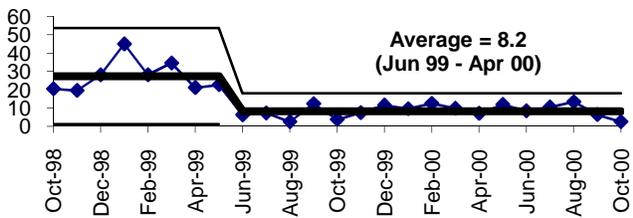
Generic Control Chart Analysis Statements

All data have been stable



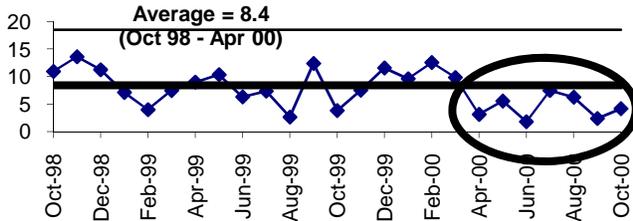
The data have been stable since October 1998 (beginning of chart). **Current performance <is acceptable> / <needs improvement>. List improvement actions (if any) being taken.**

Recent data are stable



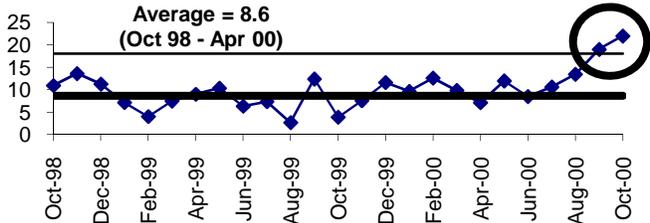
The data have been stable since June 1999 (start of current baseline average), following a significant decrease in early 1999. **Current performance <is acceptable> / <needs improvement>. List improvement actions (if any) being taken.**

A current trend exists



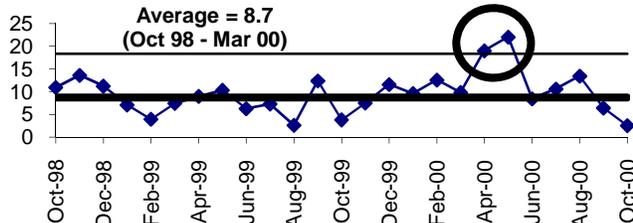
A decreasing trend is occurring. The source of the decrease is . . . **The following <corrective> / <reinforcing> actions are being taken:**

A current trend exists



An increasing trend is occurring. The source of the increase is . . . **The following <corrective> / <reinforcing> actions are being taken.**

A past short-term trend occurred



An increase occurred in April - May 2000 due to . . . The data have since returned to baseline. **Current performance <is acceptable> / <needs improvement>. List improvement actions (if any) being taken.**