

# Sigma Level Dashboard for Asset Services

March 2012– Blended Internal and External Sigma Levels

Area	Metric Type	Yield(%)	$\sigma$ Level
Underwritings	Accuracy	99.98%	5.10
	Timeliness	97.05%	3.39
Dividend Announcements	Accuracy	99.62%	4.17
	Timeliness	99.75%	4.31
Cash Processing	Accuracy	99.53%	4.10
	Timeliness	99.06%	3.85
Redemptions	Accuracy	99.27%	3.94
	Timeliness	99.96%	4.88
Reorganization Announcements	Accuracy	99.91%	4.61
	Timeliness	99.12%	3.87
Reorganization Processing	Accuracy	99.88%	4.54
	Timeliness	100.00%	6.00
Global Corporate Actions (GCA)	Accuracy	99.99%	5.18
	Timeliness	99.86%	4.49