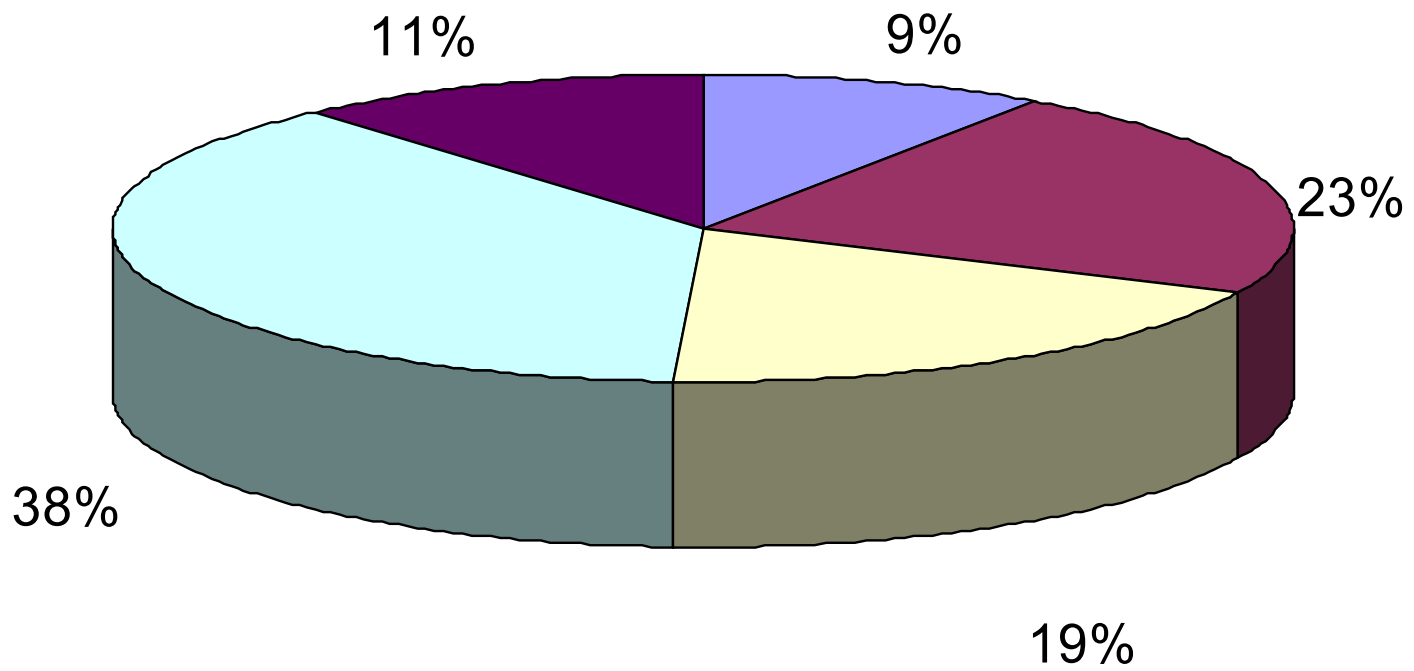
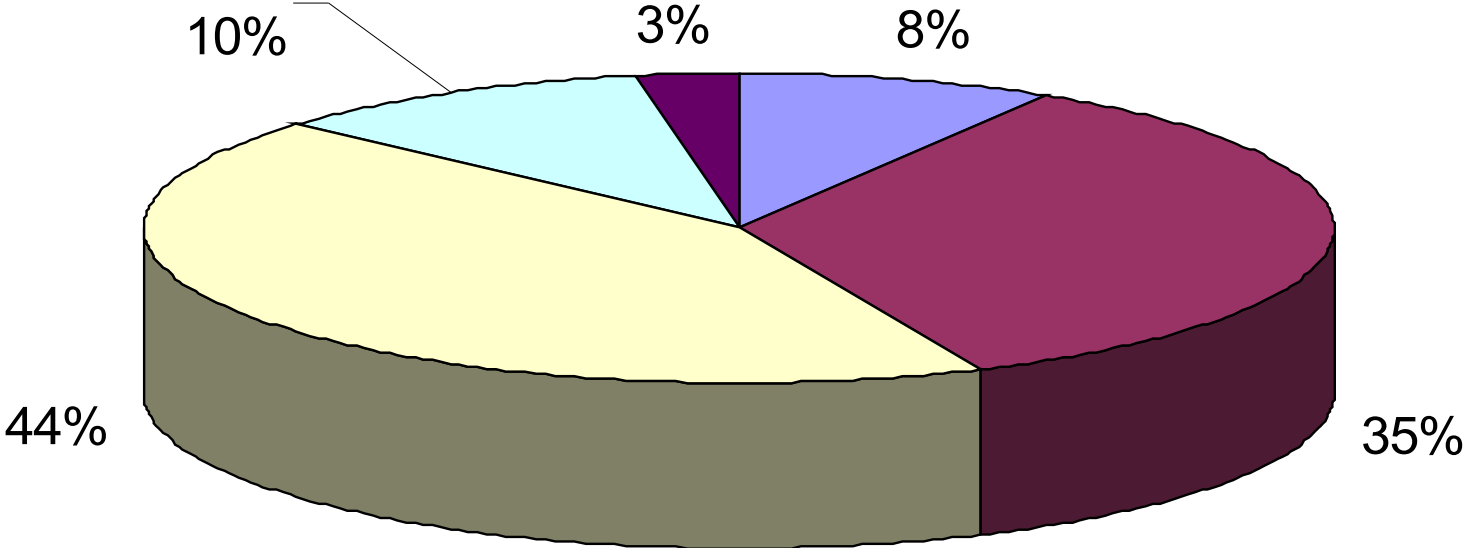


	Extremely Satisfied	Very Satisfied	Satisfied	Quite Dissatisfied	Very Dissatisfied	Total
Quoting and Ordering -						
Our understanding of your requirements	7	18	23	5	0	53
The level of useful information & solutions provided	4	18	25	5	1	53
Response in providing your quote	3	15	26	5	4	53
Order accuracy	4	23	18	7	1	53
Total	18	74	92	22	6	212
Delivery and Quality -						
Lead time of product	0	4	19	18	12	53
On time delivery	1	6	13	16	15	51
Providing progress updates	2	6	25	8	12	53
Overall product quality satisfaction	6	24	20	0	3	53
Overall product pricing satisfaction	0	13	31	7	2	53
Product range	4	18	29	1	0	52
Total	13	71	137	50	44	315
Customer Service -						
Is our staff polite, friendly & courteous?	2	6	25	8	12	53
Are we providing satisfactory answers?	4	18	29	1	0	52
Do we demonstrate product knowledge?	1	6	13	16	15	51
Do we provide adequate after sale support?	5	12	10	20	6	53
Total	12	42	77	45	33	209
Overall Performance -	5	12	10	20	6	53

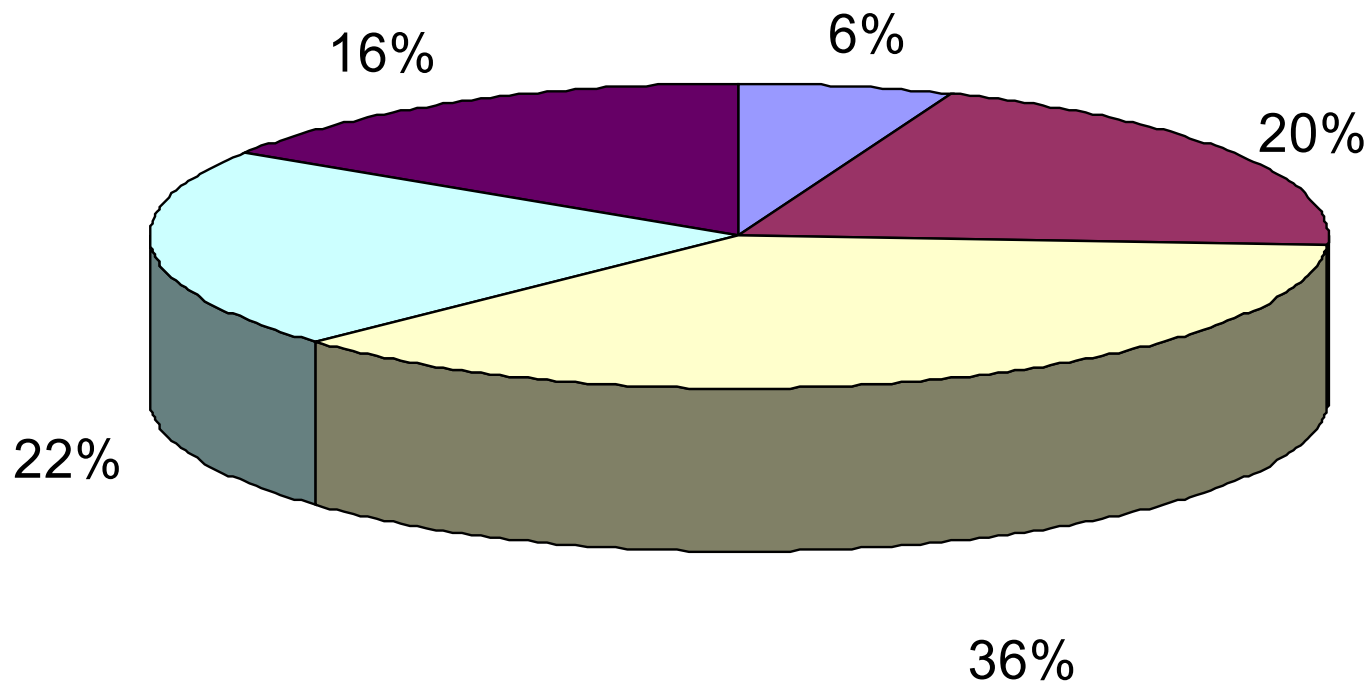
Overall Rating



Quoting & Ordering - Summary



Customer Service - Summary



Quoting & Ordering

