

Date: 08/18/11

## Past Performance Evaluation™

D-U-N-S Number for this company: 96-690-3965

### 2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

#### Overall Performance Rating

90



Indicative of likely overall performance

#### SIC Level Quintile

Bottom



Top

SIC:

7389/Business Services, NEC

#### Detailed Performance Ratings

0                      25                      50                      75                      100

##### RELIABILITY:

How reliably do you think this company follows through on its commitments?

94



##### COST:

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

96



##### ORDER ACCURACY:

How well do you think the product/service delivered matched your order specifications and quantity?

92



##### DELIVERY/TIMELINESS:

How satisfied do you feel about the timeliness of the product/service delivery?

93



##### QUALITY:

How satisfied do you feel about the quality of the product/service provided by this company?

92



##### BUSINESS RELATIONS:

How easy do you think this company is to do business with?

98



##### PERSONNEL:

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

98



##### CUSTOMER SUPPORT:

How satisfied do you feel about the customer support you received from this company?

94



##### RESPONSIVENESS:

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

93

