

Date: 07/23/01

## Past Performance Evaluation™

D-U-N-S Number for this company: **01-234-5678**

### 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.

**Summary Performance Rating**  
Indicative of likely overall performance

92



#### SIC Level Quintile

Bottom  Top

SIC: 8742/Management Consulting Services

#### Detailed Performance Ratings

0                      25                      50                      75                      100

##### RELIABILITY:

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

92



##### COST:

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

92



##### 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?

94



##### BUSINESS RELATIONS:

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

93



##### PERSONNEL:

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

94



##### CUSTOMER SUPPORT:

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

92



##### RESPONSIVENESS:

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

90



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### 3. BUYERS SURVEYED

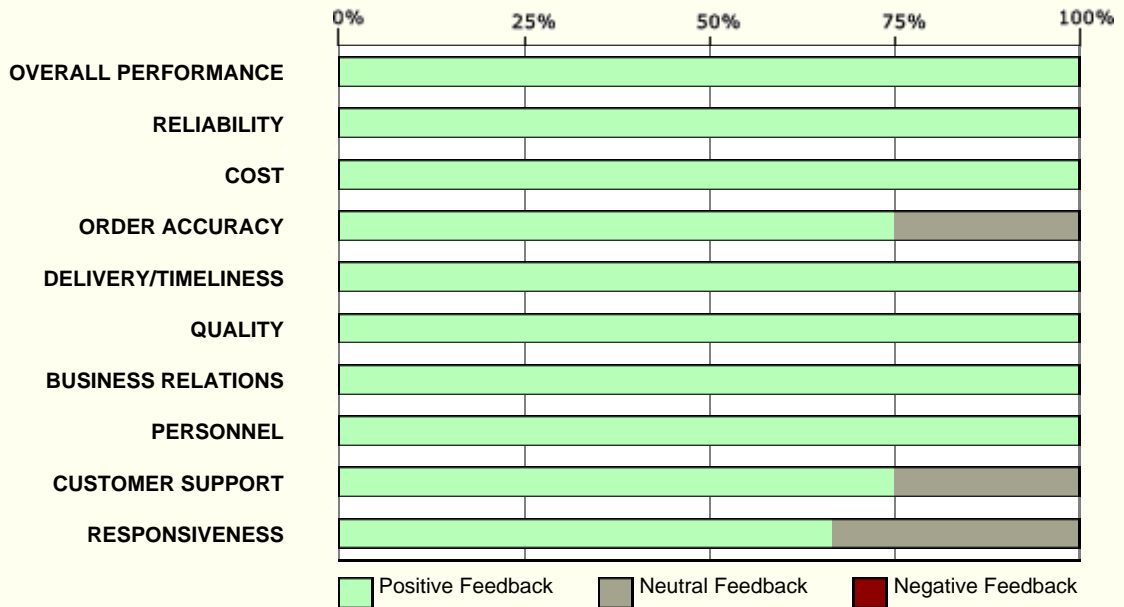
The most recent feedback obtained on this supplier came from companies in the following industries.

**SIC/Line of Business:**

- Unknown/not available
- 9611/Administration of general economic program

### 4. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from these raters. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). The percentages of responses falling into each category are shown below.



**Note: The supplier ratings set forth above represent the opinions of the surveyed customer references and not those of Open Ratings or Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.**

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