

## 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** **92**  
Indicative of likely overall performance



#### SIC Level Quintile

Bottom  Top

SIC: 8742/Management Consulting Services

Detailed Performance Ratings	0	25	50	75	100
<b>RELIABILITY:</b> How reliably do you think this company follows through on its commitments?					
<b>92</b>					
<b>COST:</b> How closely did your final total costs correspond to your expectations at the beginning of the transaction?					
<b>92</b>					
<b>ORDER ACCURACY:</b> How well do you think the product/service delivered matched your order specifications and quantity?					
<b>92</b>					
<b>DELIVERY/TIMELINESS:</b> How satisfied do you feel about the timeliness of the product/service delivery?					
<b>93</b>					
<b>QUALITY:</b> How satisfied do you feel about the quality of the product/service provided by this company?					
<b>94</b>					
<b>BUSINESS RELATIONS:</b> How easy do you think this company is to do business with?					
<b>93</b>					
<b>PERSONNEL:</b> How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?					
<b>94</b>					
<b>CUSTOMER SUPPORT:</b> How satisfied do you feel about the customer support you received from this company?					
<b>92</b>					
<b>RESPONSIVENESS:</b> How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?					
<b>90</b>					

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### 3. BUYERS SURVEYED

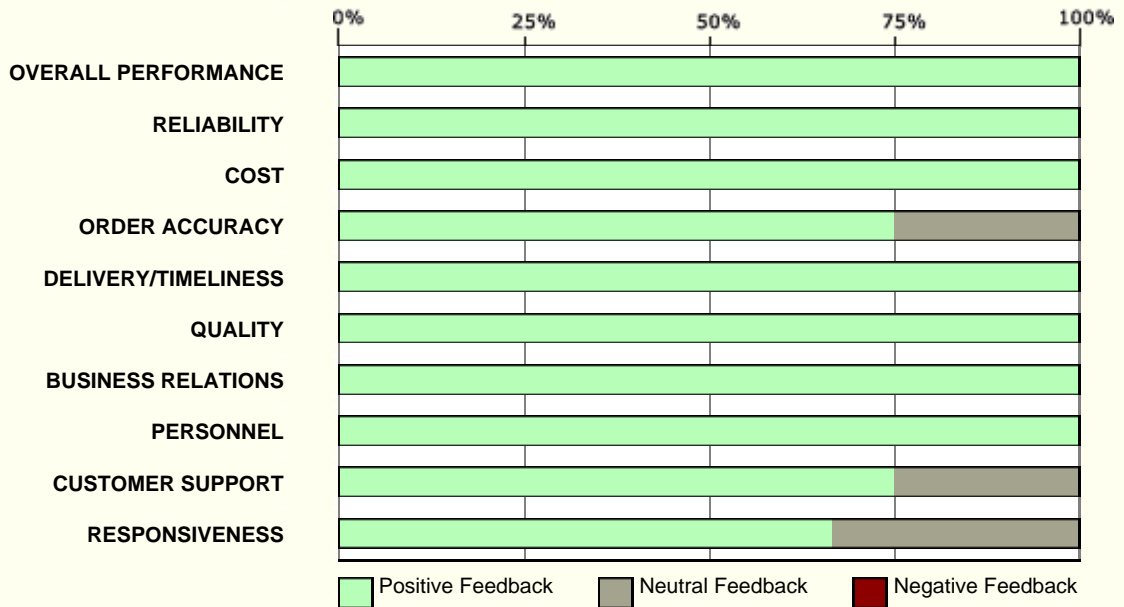
The most recent feedback obtained on this supplier came from companies in the following industries.

**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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