

2008 CUSTOMER SATISFACTION SURVEY



- **Surveys were sent to 63 customers with a 71% (45 customers) response rate. 72% is the industry average for responses.**
- **The categories and corresponding scores are as follows:**

Overall Satisfaction=	82% (99th percentile)
Ease of Doing Business=	82% (97th percentile)
Credits and Payments=	84% (99th percentile)
Credits and Returns=	75% (100th percentile)
Sales Performance=	83% (99th percentile)
Delivery=	82% (100th percentile)
Quality Control=	80% (97th percentile)
Management Interactions=	89% (99th percentile)
Shipping=	81% (100th percentile)
Responsiveness=	75% (91st percentile)