

Date: 01/10/08

## Past Performance Evaluation™

D-U-N-S Number for this company: **14-027-2241**

### 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

92



Indicative of likely overall performance.

#### SIC Level Quintile

Bottom



Top

SIC: 7379/Computer Related Services, NEC

| Detailed Performance Ratings   |    | 0 | 25 | 50 | 75 | 100 |
|--|----|---|----|----|----|-----|
| <b>RELIABILITY:</b><br>How reliably do you think this company follows through on its commitments?  | 95 |   |    |    |    |     |
| <b>COST:</b><br>How closely did your final total costs correspond to your expectations at the beginning of the transaction?                                      | 94 |   |    |    |    |     |
| <b>ORDER ACCURACY:</b><br>How well do you think the product/service delivered matched your order specifications and quantity?                                    | 94 |   |    |    |    |     |
| <b>DELIVERY/TIMELINESS:</b><br>How satisfied do you feel about the timeliness of the product/service delivery?   | 96 |   |    |    |    |     |
| <b>QUALITY:</b><br>How satisfied do you feel about the quality of the product/service provided by this company?  | 94 |   |    |    |    |     |
| <b>BUSINESS RELATIONS:</b><br>How easy do you think this company is to do business with?   | 94 |   |    |    |    |     |
| <b>PERSONNEL:</b><br>How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?  | 96 |   |    |    |    |     |
| <b>CUSTOMER SUPPORT:</b><br>How satisfied do you feel about the customer support you received from this company?   | 94 |   |    |    |    |     |
| <b>RESPONSIVENESS:</b><br>How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction? | 96 |   |    |    |    |     |



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### 3. BUYERS SURVEYED

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

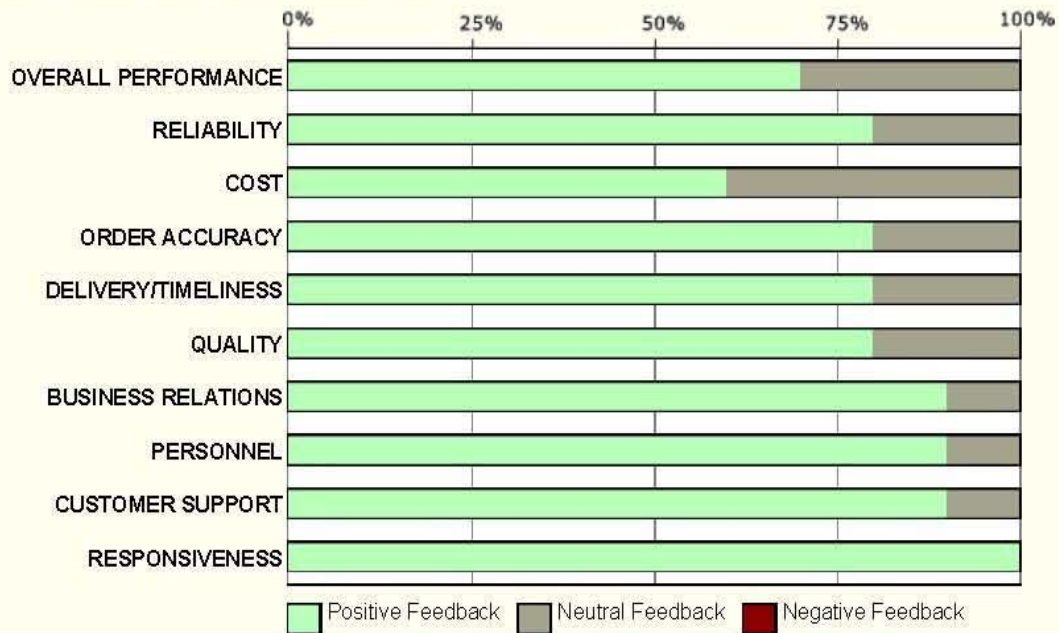
**SIC/Line of Business:**

- Unknown/not available
- 1522/Residential construction, nec
- 2051/Bread, cake, and related products
- 5734/Computer and software stores
- 8111/Legal services
- 8711/Engineering services
- 9611/Admin. of general economic programs
- 9711/National security

Number of surveys completed during the past 30 days is 10.

### 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 customers in the last 12 months. 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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