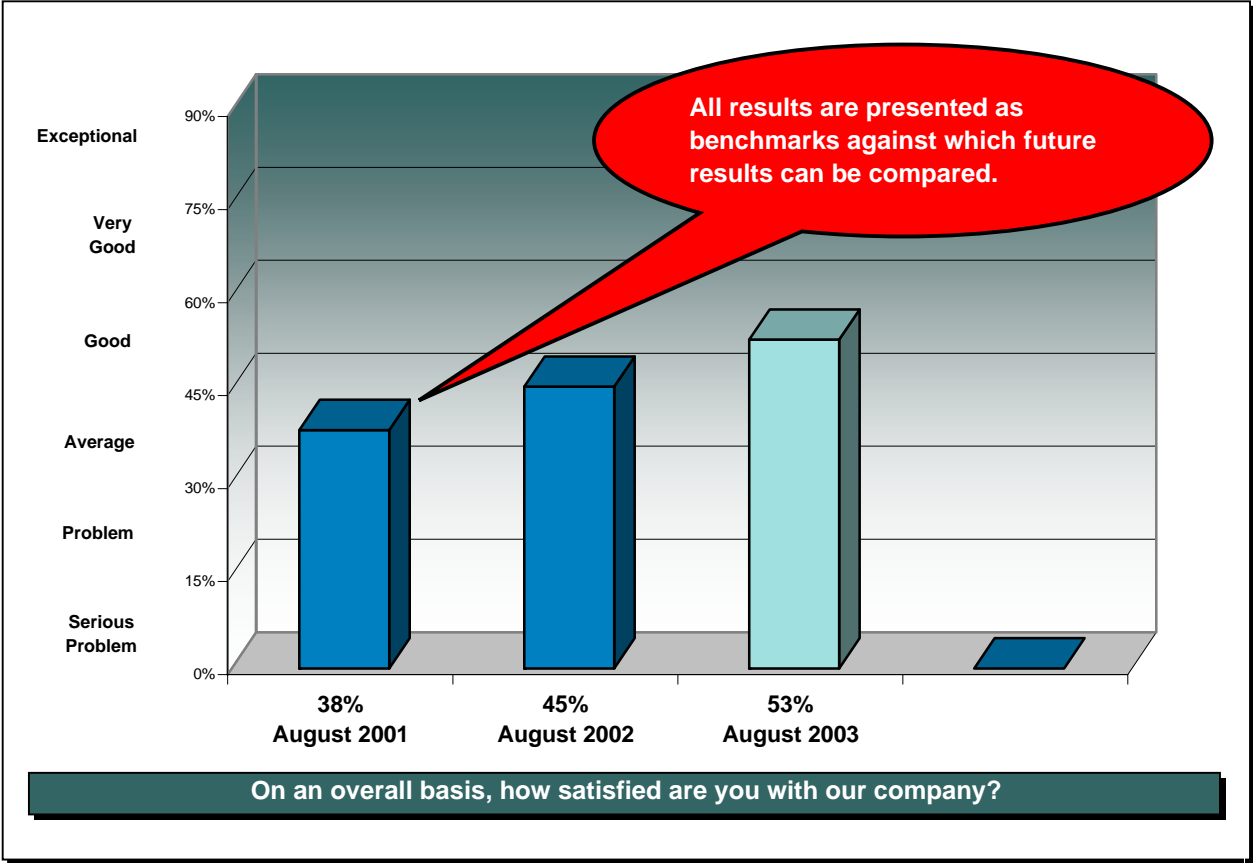
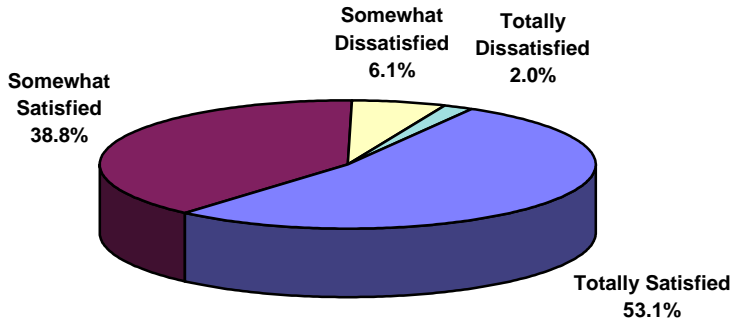


Overall Satisfaction

The chart below illustrates the percentage of respondents who are Totally Satisfied.



Range of Responses for the Current Period



Number of Respondents for Current Period

48

InfoQuest Benchmarks (Totally Satisfied)	
High Company Score	90%
Low Company Score	2%
Median All Companies	42%
Percentile Rank	68%
Rank of current score in database (High Score = 100%)	

Overall Satisfaction is the single most important measure of customer satisfaction. Totally Satisfied customers tend to be fiercely loyal and virtually immune to competition, while any customer who is less than Totally Satisfied is, to some degree, at risk.

See how you compare to the hundreds of companies in our database.