



Date: 12/07/10










## Past Performance Evaluation™

D-U-N-S Number for this company: 04-767-0125

### 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.



Detailed Performance Ratings	0	25	50	75	100
<b>RELIABILITY:</b> How reliably do you think this company follows through on its commitments?	94				
<b>COST:</b> How closely did your final total costs correspond to your expectations at the beginning of the transaction?	95				
<b>ORDER ACCURACY:</b> How well do you think the product/service delivered matched your order specifications and quantity?	92				
<b>DELIVERY/TIMELINESS:</b> How satisfied do you feel about the timeliness of the product/service delivery?	95				
<b>QUALITY:</b> How satisfied do you feel about the quality of the product/service provided by this company?	93				
<b>BUSINESS RELATIONS:</b> How easy do you think this company is to do business with?	96				
<b>PERSONNEL:</b> How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	96				
<b>CUSTOMER SUPPORT:</b> How satisfied do you feel about the customer support you received from this company?	94				
<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?	94				

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**3. BUYERS SURVEYED**

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

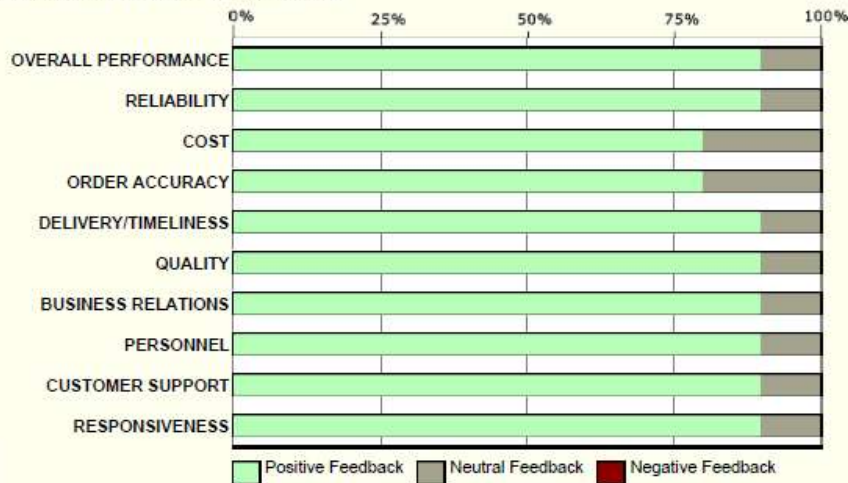
SIC/Line of Business:

- Unknown/not available
- 2062/Malt beverages
- 4813/Telephone communications, exc. radio
- 7819/Services allied to motion pictures
- 7922/Theatrical producers and services
- 8611/Business associations
- 8732/Commercial nonphysical research
- 9711/National security
- 9999/Nonclassifiable establishments

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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