

Date: 12/15/09










Past Performance Evaluation[™]

D-U-N-S Number for this company: **08-658-1514**

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 **94**  **SIC Level Quintile**  Bottom Top
 Indicative of likely overall performance SIC: 8711/Engineering Services

Detailed Performance Ratings		0	25	50	75	100
RELIABILITY: How reliably do you think this company follows through on its commitments?	98					
COST: How closely did your final total costs correspond to your expectations at the beginning of the transaction?	94					
ORDER ACCURACY: How well do you think the product/service delivered matched your order specifications and quantity?	92					
DELIVERY/TIMELINESS: How satisfied do you feel about the timeliness of the product/service delivery?	97					
QUALITY: How satisfied do you feel about the quality of the product/service provided by this company?	94					
BUSINESS RELATIONS: How easy do you think this company is to do business with?	98					
PERSONNEL: How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	98					
CUSTOMER SUPPORT: How satisfied do you feel about the customer support you received from this company?	95					
RESPONSIVENESS: How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	97					

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