## 2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

Overall Performance Rating

Past Performance Evaluation

94



Bottom

SIC/Quintile

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Overall, how satisfied do you feel about the performance of this company during this transaction?

SIC: 7379/Computer related services, nec

Detailed Performance Ratings		0	25	50	75	100
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RELIABILITY:		ar.				-
How reliably do you think this company follows through on its commitments?	95					
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?	94					
DELIVERY/TIMELINESS:						
How satisfied do you feel about the timeliness of the product/service delivery?	94					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	93					
BUSINESS RELATIONS:						
How easy do you think this company is to do business with?	93					
PERSONNEL:						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	95	e G				
CUSTOMER SUPPORT:						
How satisfied do you feel about the customer support you received from this company?	94					
RESPONSIVENESS:						
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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