

## 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

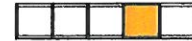
91



Indicative of likely overall performance

### SIC Level Quintile

Bottom



Top

SIC: 3564/Industrial and Commercial Fans and Blowers

### Detailed Performance Ratings

0 25 50 75 100

#### RELIABILITY:

How reliably do you think this company follows through on its commitments?

93



#### COST:

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

93



#### ORDER ACCURACY:

How well do you think the product/service delivered matched your order specifications and quantity?

93



#### DELIVERY/TIMELINESS:

How satisfied do you feel about the timeliness of the product/service delivery?

92



#### QUALITY:

How satisfied do you feel about the quality of the product/service provided by this company?

92



#### BUSINESS RELATIONS:

How easy do you think this company is to do business with?

96



#### PERSONNEL:

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

96



#### CUSTOMER SUPPORT:

How satisfied do you feel about the customer support you received from this company?

93



#### RESPONSIVENESS:

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

93

