



Above Average



Average



Below Average

Key Performance Indicators	Your Results		Average for All Partners	Sample Size
<u>NSAT</u>				
NSAT	185		167.99	20
<u>Customer Loyalty Segmentation</u>				
Champions	100		86.61	20
<u>Loyalty</u>				
Satisfied	100		95.31	20
Likely to Recommend	100		91.31	20
Likely to Repurchase	100		88.12	20
Competitive Advantage	75		69.14	20
<u>Overall Performance</u>				
Overall Performance	75		66.12	15
Ease of Doing Business	85		73.67	17
Quality of Communication	90		68.36	18
Quality of Sales	77.78		64.32	14
Quality of Products	80		70.39	16
Quality of Support	90		72.64	18
Value Received	73.68		63.11	14
Ability to Meet Your Needs	85		71.1	17