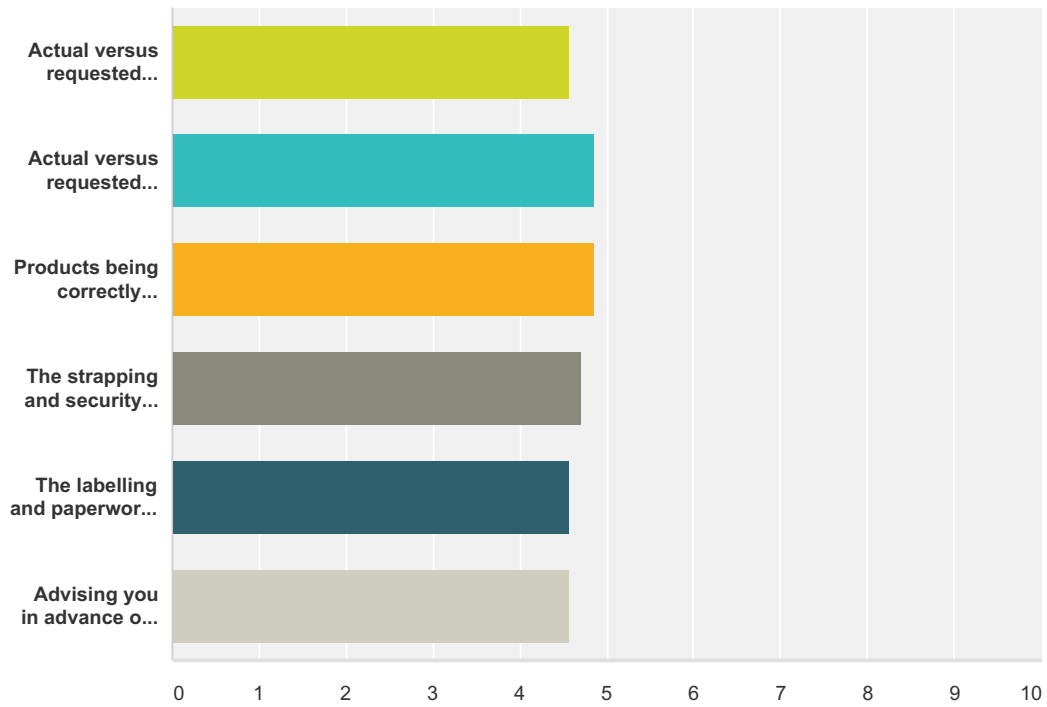


Q1 Delivery Performance

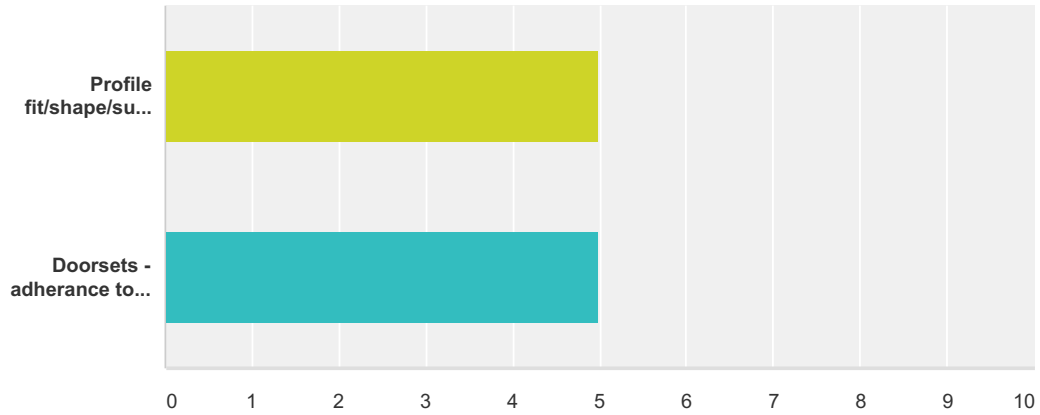
Answered: 7 Skipped: 0



	Very Poor	Poor	Average	Good	Very Good	N/A	Total	Weighted Average
Actual versus requested delivery date	0.00% 0	14.29% 1	0.00% 0	0.00% 0	85.71% 6	0.00% 0	7	4.57
Actual versus requested quantity	0.00% 0	0.00% 0	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7	4.86
Products being correctly packaged	0.00% 0	0.00% 0	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7	4.86
The strapping and security of product/appearance on delivery	0.00% 0	0.00% 0	0.00% 0	28.57% 2	71.43% 5	0.00% 0	7	4.71
The labelling and paperwork with deliveries	0.00% 0	0.00% 0	14.29% 1	14.29% 1	71.43% 5	0.00% 0	7	4.57
Advising you in advance of shortages/late delivery	0.00% 0	14.29% 1	0.00% 0	0.00% 0	85.71% 6	0.00% 0	7	4.57

Q2 Quality

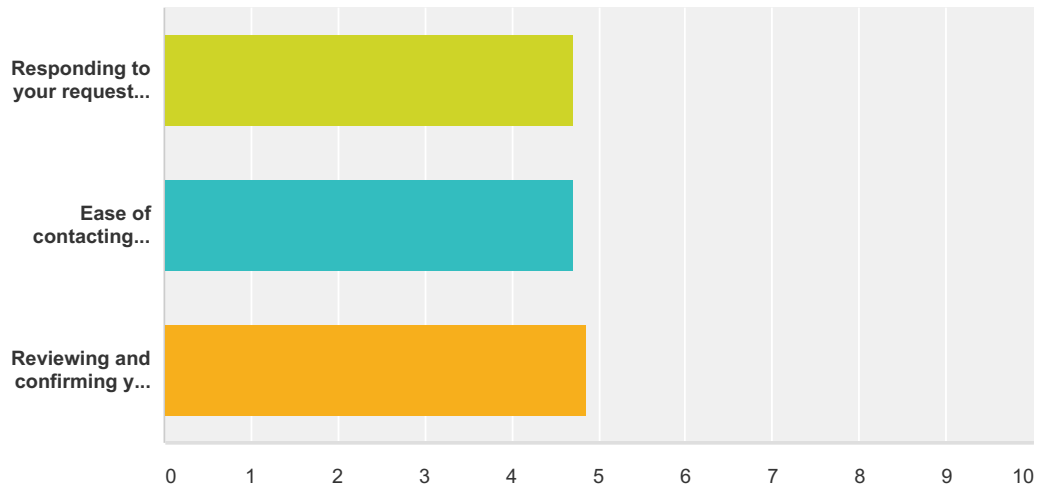
Answered: 7 Skipped: 0



	Very Poor	Poor	Average	Good	Very Good	N/A	Total	Weighted Average
Profile fit/shape/surface finish	0.00% 0	0.00% 0	0.00% 0	0.00% 0	71.43% 5	28.57% 2	7	5.00
Doorsets - adherence to specification	0.00% 0	0.00% 0	0.00% 0	0.00% 0	28.57% 2	71.43% 5	7	5.00

Q3 Communication

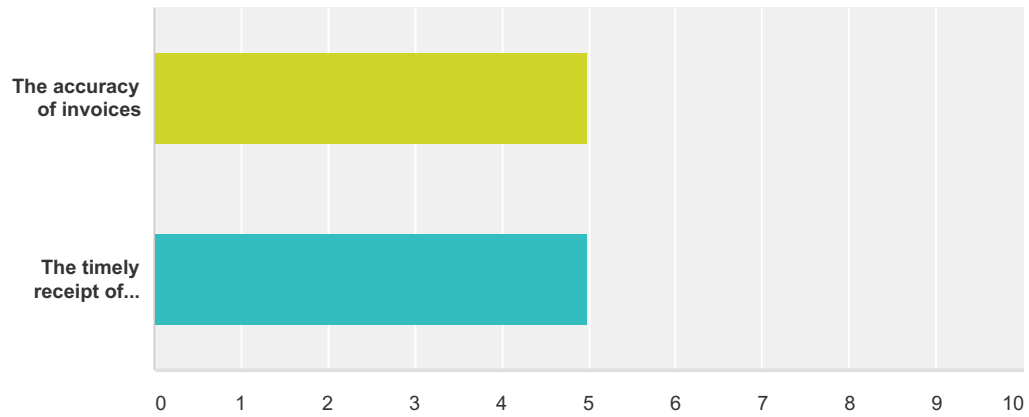
Answered: 7 Skipped: 0



	Very Poor	Poor	Average	Good	Very Good	N/A	Total	Weighted Average
Responding to your request for information in a timely manner	0.00% 0	0.00% 0	14.29% 1	0.00% 0	85.71% 6	0.00% 0	7	4.71
Ease of contacting company personnel	0.00% 0	0.00% 0	0.00% 0	28.57% 2	71.43% 5	0.00% 0	7	4.71
Reviewing and confirming your order	0.00% 0	0.00% 0	0.00% 0	14.29% 1	85.71% 6	0.00% 0	7	4.86

Q4 Invoicing

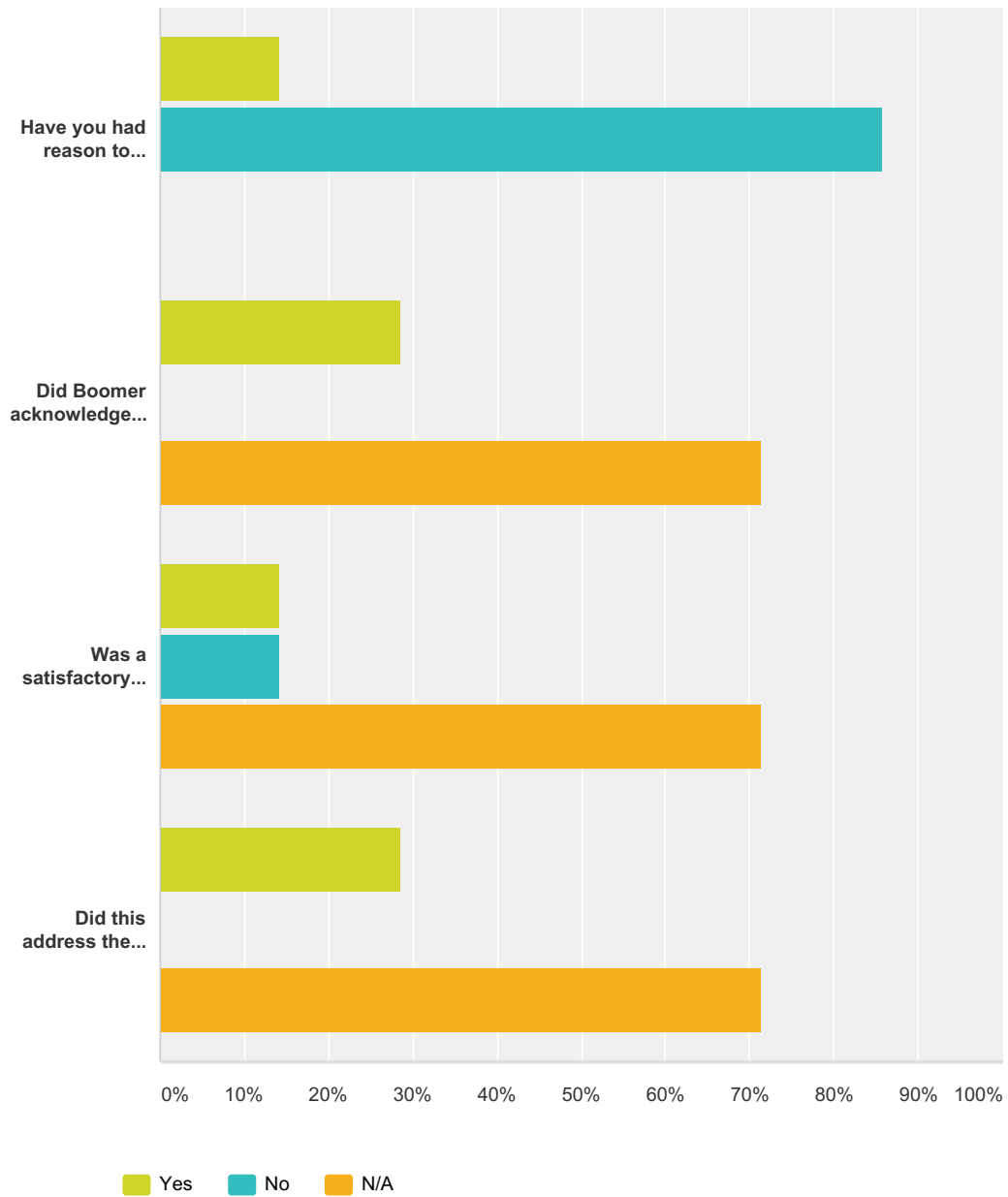
Answered: 7 Skipped: 0



	Very Poor	Poor	Average	Good	Very Good	N/A	Total	Weighted Average
The accuracy of invoices	0.00% 0	0.00% 0	0.00% 0	0.00% 0	85.71% 6	14.29% 1	7	5.00
The timely receipt of invoices	0.00% 0	0.00% 0	0.00% 0	0.00% 0	85.71% 6	14.29% 1	7	5.00

Q5 Corrective Action

Answered: 7 Skipped: 0



	Yes	No	N/A	Total
Have you had reason to complain about products or service in the last 12 months?	14.29% 1	85.71% 6	0.00% 0	7
Did Boomer acknowledge your complaint within 24 hours?	28.57% 2	0.00% 0	71.43% 5	7
Was a satisfactory solution proposed?	14.29% 1	14.29% 1	71.43% 5	7
Did this address the matter and provide future improvement?	28.57% 2	0.00% 0	71.43% 5	7