

Date: 10/24/04

## Supplier Performance Review<sup>™</sup>

D-U-N-S Number for this company: 62-446-3295

### 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.

<b>Summary Performance Rating</b>	<b>92</b>		<b>SIC Level Quintile</b>		<b>Bottom</b>	<b>Top</b>
Indicative of likely overall performance			<b>SIC:</b>	<b>8734/Testing Laboratories</b>		

Detailed Performance Ratings		0	25	50	75	100
<b>RELIABILITY:</b> How reliably do you think this company follows through on its commitments?	<b>95</b>					
<b>COST:</b> How closely did your final total costs correspond to your expectations at the beginning of the transaction?	<b>94</b>					
<b>ORDER ACCURACY:</b> How well do you think the product/service delivered matched your order specifications and quantity?	<b>91</b>					
<b>DELIVERY/TIMELINESS:</b> How satisfied do you feel about the timeliness of the product/service delivery?	<b>90</b>					
<b>QUALITY:</b> How satisfied do you feel about the quality of the product/service provided by this company?	<b>91</b>					
<b>BUSINESS RELATIONS:</b> How easy do you think this company is to do business with?	<b>95</b>					
<b>PERSONNEL:</b> How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	<b>96</b>					
<b>CUSTOMER SUPPORT:</b> How satisfied do you feel about the customer support you received from this company?	<b>92</b>					
<b>RESPONSIVENESS:</b> How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	<b>94</b>					