

















 Above Average

 Average

 Below Average

Key Performance Indicators		Your Results	Partner Average
<u>NSAT</u>			
NSAT*		191.67	 167.90
<u>Customer Loyalty Segmentation</u>			
Champions		100.00	 88.50
Moral Supporters		0.00	 4.18
Captives		0.00	 1.77
Rebels		0.00	 5.55
<u>Loyalty</u>			
Satisfied		100.00	 96.77
Likely to Recommend		100.00	 92.67
Likely to Repurchase		100.00	 90.27
Competitive Advantage		83.33	 71.72
<u>Overall Performance</u>			
Overall Performance		75.00	 68.03
Ease of Doing Business		81.82	 73.99
Quality of Communication		91.67	 70.83
Quality of Sales		90.00	 67.52
Quality of Products		91.67	 72.08
Quality of Support		91.67	 73.57
Value Received		90.91	 66.05
Ability to Meet Your Needs		91.67	 72.51

