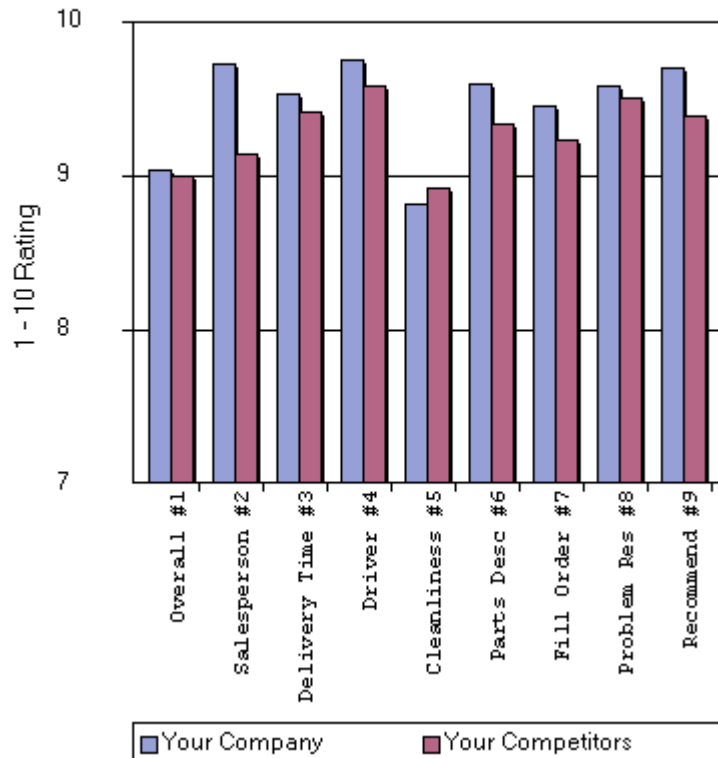




## ARA Gold Seal Client CSI Analysis

**ABC Auto Parts & Wreckers**  
4th Quarter, 2011  
Completed Surveys: 25

**Current Quarter  
Comparison By Question**



	Current Quarter		12 Mo Rolling Avg	
	Your	Your	Your	Your
	Company	Competitors	Company	Competitors
Overall Satisfaction #1	9.04	9.00	9.25	8.97
Salesperson Satisfaction #2	9.73	9.14	9.66	9.34
Delivery in Time Frame #3	9.52	9.42	9.57	9.30
Delivery Driver Satisfaction #4	9.75	9.58	9.69	9.60
Cleanliness of Parts #5	8.81	8.92	8.89	8.97
Parts Description Accuracy #6	9.60	9.33	9.68	9.27
Fill Order Accuracy #7	9.45	9.23	9.58	9.31
Problem Resolution #8	9.58	9.50	9.69	9.32
Recommend Company #9	9.70	9.38	9.77	9.51

<b>Overall CSI Score</b>	<b>9.46</b>	<b>9.28</b>	<b>9.53</b>	<b>9.29</b>
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