



**SIX DISCIPLINES™**  
Be Excellent™

**US Coexcell  
Customer Survey Summary Results  
December, 2009  
Provided By Six Disciplines Northwest Ohio**

Survey Metrics	2008	2009	% Change
Ease of order placement?	4.39	4.25	-3%
Service at order placement?	4.42	4.20	-5%
Service from your Sales Representative?	4.47	4.23	-5%
Overall delivery service?	4.32	4.23	-2%
Accounts receivable activities?	4.00	4.27	7%
The quality of our products and services?	4.08	4.30	5%
Response to emergency situations?	4.10	4.38	7%
Our friendliness, attitude, etc.?	4.35	4.48	3%
The value you receive from us vs. the costs you incur?	3.52	3.73	6%
Our ability to keep pace with industry requirements?	3.64	3.92	8%
Your overall satisfaction with our organization?	4.00	4.19	5%
<b>Section Average</b>	<b>4.12</b>	<b>4.20</b>	<b>2%</b>

Purchase/Recommend?	Yes	No	Not Sure
Do you plan to continue using our products/services?	26	0	1
Would you recommend us to others?	26	0	1

**1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent**