

Date: 02/02/11

## Past Performance Evaluation<sup>™</sup>

D-U-N-S Number for this company: **11-370-6852**

### 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.

**Overall Performance Rating**

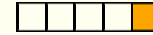
95



Indicative of likely overall performance

**SIC Level Quintile**

Bottom



Top

SIC: 5074/Plumbing and Heating Equipment and Supplies

#### Detailed Performance Ratings

0      25      50      75      100

**RELIABILITY:**

How reliably do you think this company follows through on its commitments?

98



**COST:**

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

98



**ORDER ACCURACY:**

How well do you think the product/service delivered matched your order specifications and quantity?

97



**DELIVERY/TIMELINESS:**

How satisfied do you feel about the timeliness of the product/service delivery?

98



**QUALITY:**

How satisfied do you feel about the quality of the product/service provided by this company?

95



**BUSINESS RELATIONS:**

How easy do you think this company is to do business with?

99



**PERSONNEL:**

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

99



**CUSTOMER SUPPORT:**

How satisfied do you feel about the customer support you received from this company?

94



**RESPONSIVENESS:**

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

97



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### 3. BUYERS SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

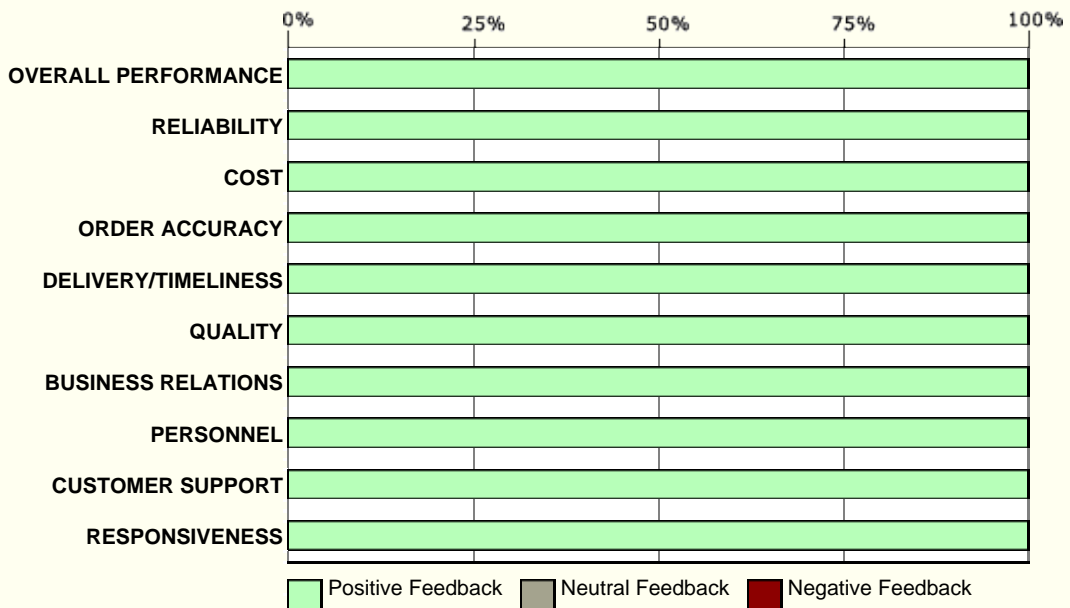
**SIC/Line of Business:**

- Unknown/not available
- 1522/Residential construction, nec
- 6029/Commercial banks, nec
- 6035/Federal savings institutions
- 6163/Loan brokers
- 6282/Investment advice
- 8661/Religious organizations
- 8711/Engineering services
- 9224/Fire protection
- 9711/National security

Number of surveys completed during the past 30 days is 4.

### 4. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). The percentages of responses falling into each category are shown below.



**Note: The supplier ratings set forth above represent the opinions of the surveyed customer references and not those of Open Ratings or Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.**

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