



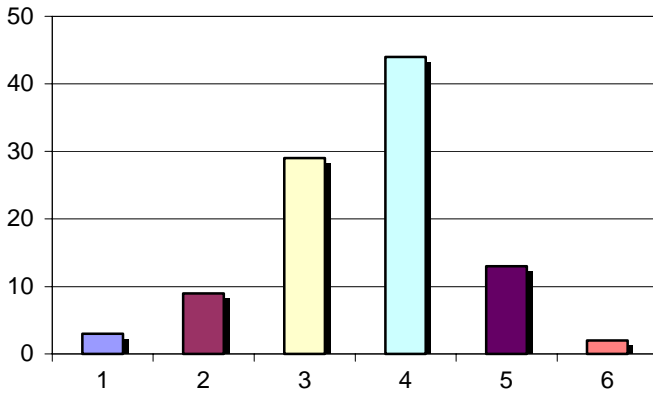
OnTarget Customer Satisfaction Report

Add explanatory text such as this anywhere in your report. Add logos or other graphics as shown in the example to the left. ExpertScan reports are created automatically from your survey or form data.

Creation date: 5/13/02
 Time interval: 1/1/02 to 3/31/02
 Total respondents: 267

Select the histogram report for any set or subset of questions and graphs are automatically displayed in color.

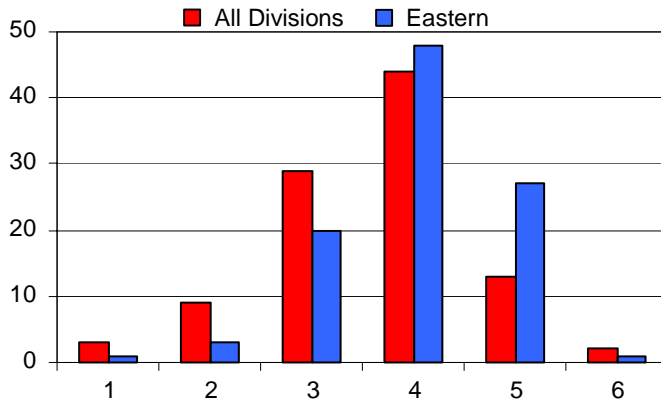
How would you rate the service you received from our Sales Department?



1	Poor	7	3%
2	Fair	20	9%
3	Good	63	29%
4	Very good	95	44%
5	Excellent	28	13%
6	Not Applicable	4	2%
Total responses		217	
Mean 3.82		Standard deviation 1.96	

Compare two selected groups of data.

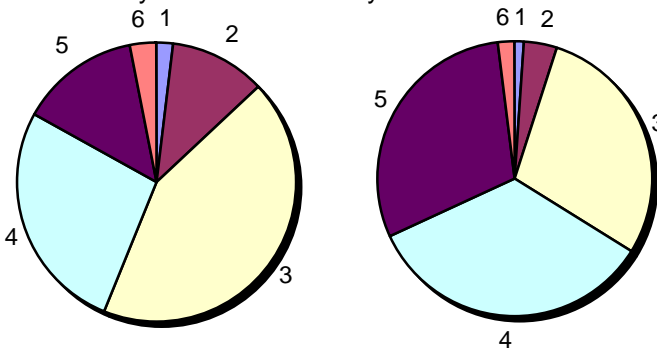
Please rate the quality of the product you received.



	All Divisions		Eastern	
1	Poor	7 3%	1 1%	
2	Fair	20 9%	2 3%	
3	Good	63 29%	11 20%	
4	Very good	95 44%	26 48%	
5	Excellent	28 13%	15 27%	
6	Not Applicable	4 2%	1 1%	
Total responses		217	56	
Mean		3.82	4.08	
Standard deviation		1.96	1.84	

Display data in pie chart format.

How would you rate our delivery times?



	All Divisions		Eastern	
1	Poor	5 2%	1 1%	
2	Fair	29 11%	2 4%	
3	Good	115 43%	16 29%	
4	Very good	72 27%	19 34%	
5	Excellent	38 14%	17 30%	
6	Not Applicable	8 3%	1 2%	
Total responses		267	56	
Mean		3.42	3.89	
Standard deviation		1.63	1.21	