

## Satisfaction Distribution

All NBS - 636495 Sales Locations - Prior Year 2016

Cust. Segment: All Customers · Cust. Segment 2: All Customers · Calculation: Average

	EXTREMELY DISSATISFIED	EXTREMELY SATISFIED	TOTAL	SHARE OF CUSTOMERS RATING (%)			
				0-3	4-6	7-8	9-10
Sample Size: 359							
Recommend							
Likelihood to Recommend Dealer	<div><div></div><div></div><div></div><div></div></div>		8.5	6	7	19	68
Likelihood to Recommend Steelcase	<div><div></div><div></div><div></div><div></div></div>		8.5	5	8	20	67
Overall Satisfaction							
Overall Satisfaction	<div><div></div><div></div><div></div><div></div></div>		8.5	6	8	20	66
Solutions							
Applies Research and Insights	<div><div></div><div></div><div></div><div></div></div>		8.6	5	7	24	64
Competitively Priced Products	<div><div></div><div></div><div></div><div></div></div>		8.1	5	12	32	50
Creates Effective Environment	<div><div></div><div></div><div></div><div></div></div>		8.8	3	5	23	69
Ease of Management	<div><div></div><div></div><div></div><div></div></div>		8.7	3	6	24	67
Sales and Service							
Sales and Service OSat	<div><div></div><div></div><div></div><div></div></div>		8.5	6	7	18	68
Keeps Customers Up-To-Date	<div><div></div><div></div><div></div><div></div></div>		7.6	12	15	23	51
Knowledgeable about Customer's Business	<div><div></div><div></div><div></div><div></div></div>		8.4	4	9	25	61
Maintains Regular Contact	<div><div></div><div></div><div></div><div></div></div>		7.6	12	13	23	51
Solves Problems Quickly	<div><div></div><div></div><div></div><div></div></div>		8.1	8	11	20	61
Product Benefits							
Design and Aesthetics	<div><div></div><div></div><div></div><div></div></div>		8.9	2	4	21	73
Designed Based on User Needs	<div><div></div><div></div><div></div><div></div></div>		8.8	2	6	22	70
Functionality and Ergonomics	<div><div></div><div></div><div></div><div></div></div>		8.8	2	6	19	73
Right Quality and Durability	<div><div></div><div></div><div></div><div></div></div>		8.8	3	4	21	72
Company Reputation							
Trustworthy	<div><div></div><div></div><div></div><div></div></div>		8.8	4	6	15	76
Makes Customer's Job Easier	<div><div></div><div></div><div></div><div></div></div>		8.6	4	9	17	70
Environmentally Responsible	<div><div></div><div></div><div></div><div></div></div>		8.6	2	13	16	69