

Satisfaction Distribution

Timeperiod: Year to Date

Calculation: Average

	EXTREMELY DISSATISFIED	EXTREMELY SATISFIED	TOTAL	SHARE OF CUSTOMERS RATING (%)			
				0-3	4-6	7-8	9-10
<i>Sample Size: 482</i>							
Recommend							
Likelihood to Recommend Dealer			8.6	5	7	17	71
Likelihood to Recommend Steelcase			8.6	4	9	19	69
Overall Satisfaction							
Overall Satisfaction			8.6	4	7	20	69
Solutions							
Applies Research and Insights			8.5	4	11	22	63
Competitively Priced Products			7.8	6	20	26	48
Creates Effective Environment			8.7	4	7	22	67
Ease of Management			8.6	4	8	23	65
Sales and Service							
Sales and Service OSat			8.5	4	11	16	68
Keeps Customers Up-To-Date			7.5	10	22	19	50
Knowledgeable about Customer's Business			8.2	6	13	20	61
Maintains Regular Contact			7.6	9	19	22	50
Solves Problems Quickly			8.1	8	14	17	62
Product Benefits							
Design and Aesthetics			8.7	4	6	20	71
Designed Based on User Needs			8.6	4	7	19	70
Functionality and Ergonomics			8.7	4	6	20	70
Right Quality and Durability			8.7	4	6	18	71
Company Reputation							
Trustworthy			8.8	4	6	14	75
Makes Customer's Job Easier			8.6	5	9	15	71
Environmentally Responsible			8.6	3	10	18	69