

Satisfaction Distribution

All NBS - 636495 Sales Locations - Prior Year 2013

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: 176							
Recommend							
Likelihood to Recommend			9.1	2	3	18	77
Overall Satisfaction							
Overall Satisfaction			9.0	1	3	23	73
Overall Experience: Dealer			9.1	1	2	17	79
Overall Experience: Steelcase			9.2	1	0	22	77
Solutions							
Workplace Solutions OSat			9.2	1	2	19	78
Applies Research and Insights			9.0	2	2	26	71
Competitively Priced Products			8.3	3	12	29	55
Creates Effective Environment			9.2	1	1	22	76
Ease of Management			9.1	1	1	25	73
Sales and Service							
Sales and Service OSat			9.0	2	5	19	75
Keeps Customers Up-To-Date			8.4	2	11	27	60
Knowledgeable about Customer's Business			9.0	1	5	21	74
Maintains Regular Contact			8.3	4	12	27	58
Solves Problems Quickly			8.7	2	6	26	65
Product Benefits							
Product Benefits OSat			9.1	1	1	21	77
Design and Aesthetics			9.1	1	2	19	78
Designed Based on User Needs			9.0	1	3	21	74
Functionality and Ergonomics			9.1	2	1	19	79
Right Quality and Durability			9.1	1	4	18	78
Company Reputation							
Trustworthy			9.3	1	1	15	83
Makes Customer's Job Easier			9.2	1	2	16	80
Environmentally Responsible			9.0	1	6	21	72

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