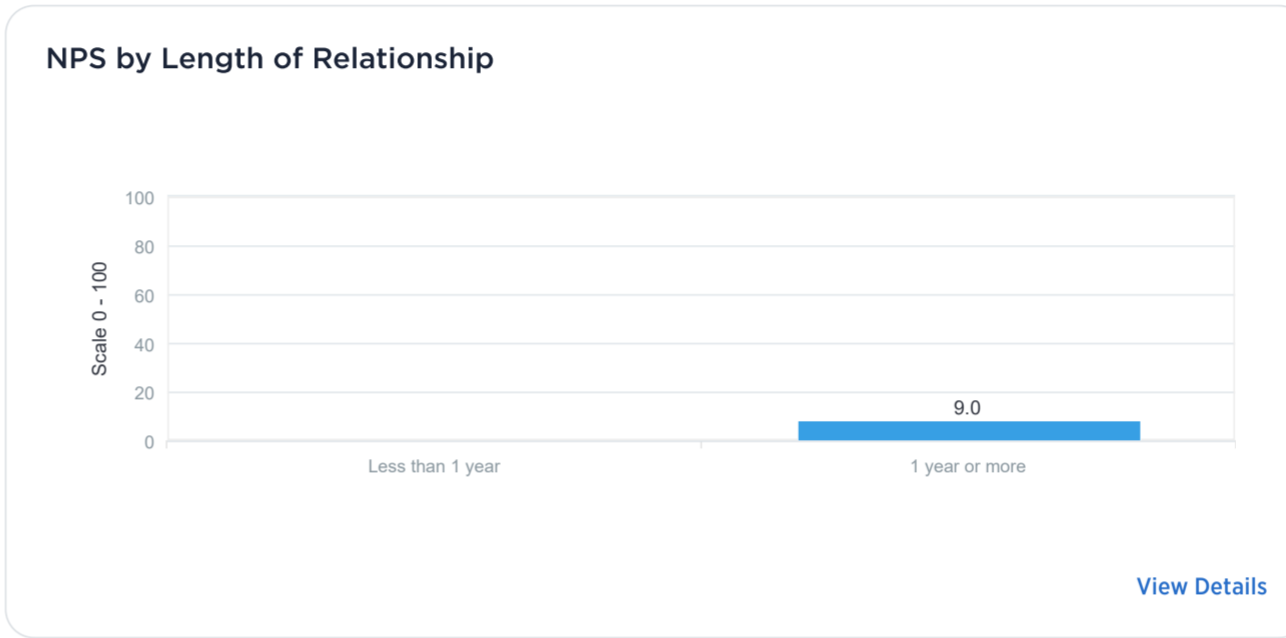
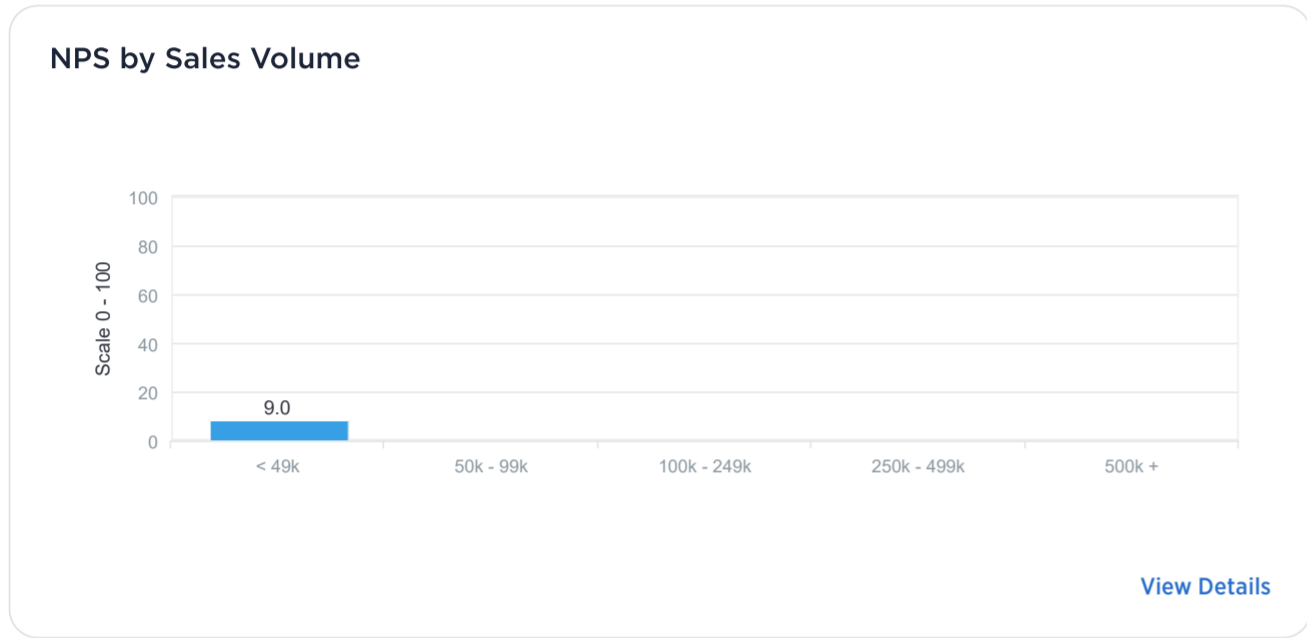
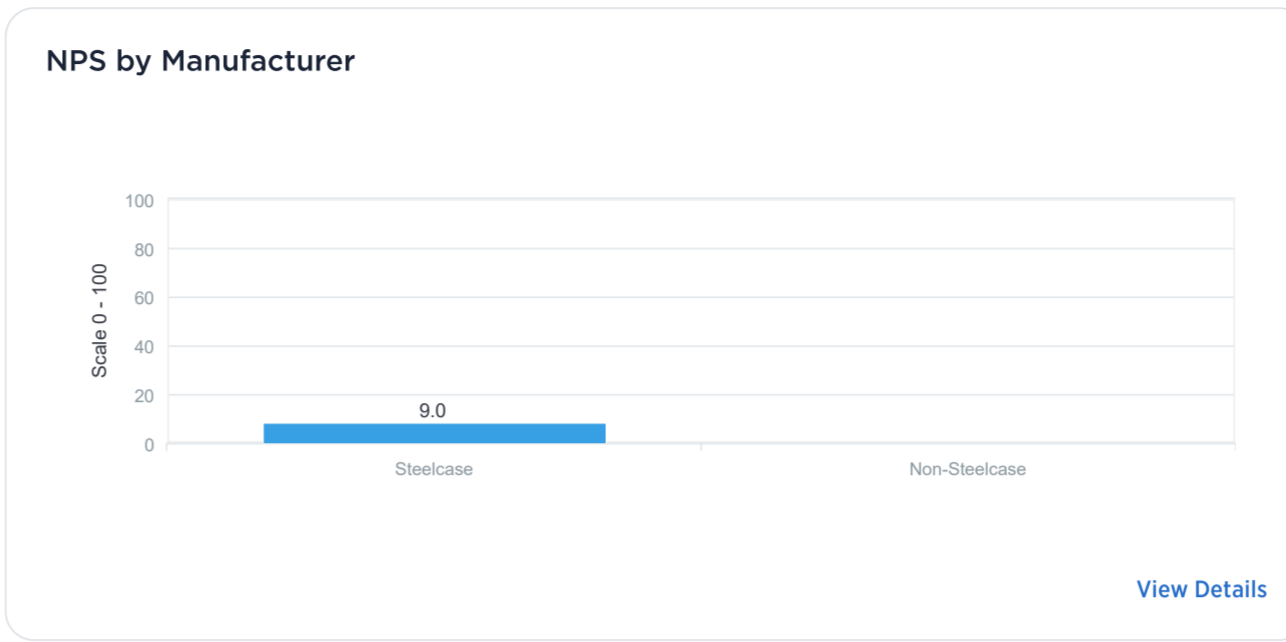
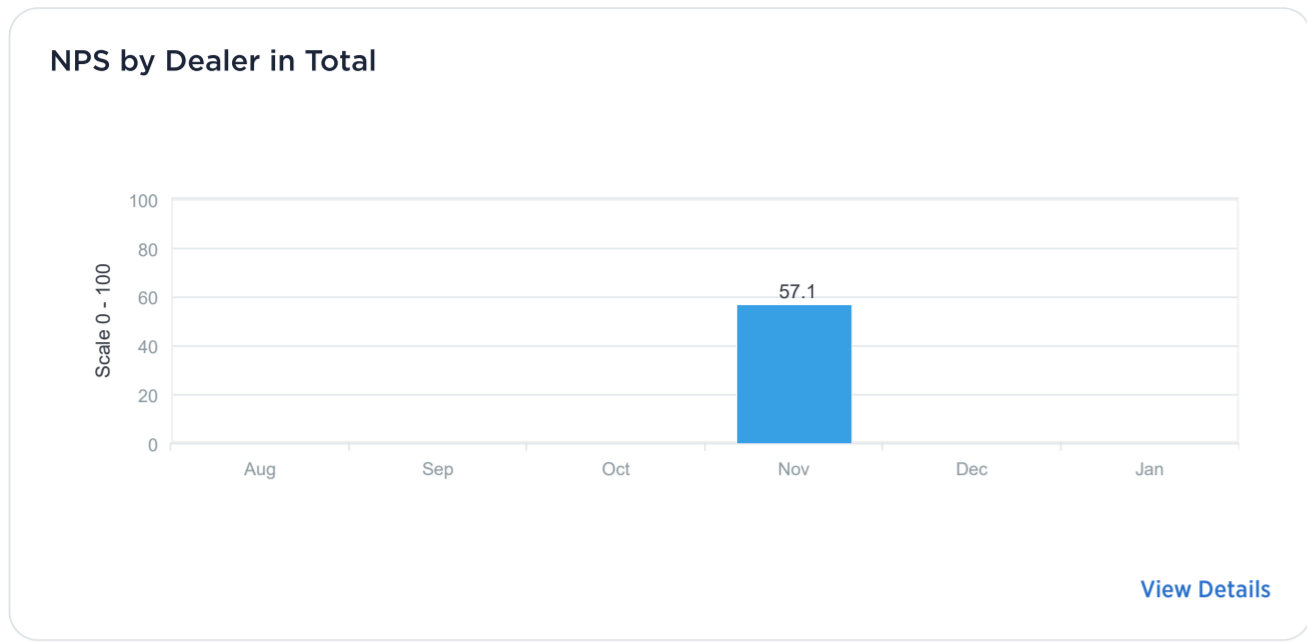


Timeperiod  
Last 6 Months

### Key Metrics



### Overall Satisfaction Steelcase Customers Only

#### Overall Satisfaction Steelcase Customers Only

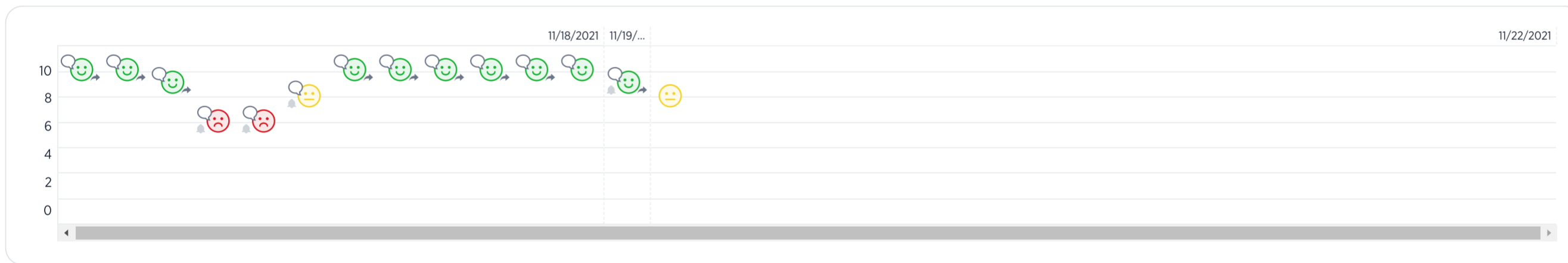
	Aug	Sep	Oct	Nov	Dec	Jan	Total	vs. Steelcase
NPS	-	-	-	57.1 *	-	-	57.1 *	-13.6 *
Promoter	-	-	-	71.4 *	-	-	71.4 *	-7.2 *
Passive	-	-	-	14.3 *	-	-	14.3 *	0.8 *
Detractor	-	-	-	14.3 *	-	-	14.3 *	6.4 *

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	Aug	Sep	Oct	Nov	Dec	Jan	Total	vs. Your Region (Steelcase)
NPS	-	-	-	57.1 *	-	-	57.1 *	-14.0 *
Promoter	-	-	-	71.4 *	-	-	71.4 *	-8.2 *
Passive	-	-	-	14.3 *	-	-	14.3 *	2.3 *
Detractor	-	-	-	14.3 *	-	-	14.3 *	5.9 *

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### Recent Responses



### Alerts Summary

Alert Name	New	In Progress	Overdue	Escalated	All
All alerts	0	0	0	0	0

Timeperiod Calculation  
 Prior 12 Months Average

	Extremely Dissatisfied	Extremely Satisfied	Total	Share of Customers Rating (%)			
				0-3	4-6	7-8	9-10
<b>Sample Size: 14</b>							
<b>Recommend</b>							
Likelihood to Recommend Dealer			9.0	0.0	14.3	14.3	71.4
Likelihood to Recommend Steelcase			9.2	0.0	0.0	28.6	71.4
<b>Overall Satisfaction</b>							
Overall Satisfaction			9.1	0.0	7.1	21.4	71.4
<b>Solutions</b>							
Applies Research and Insights			8.9	0.0	7.1	14.3	78.6
Competitively Priced Products			8.7	0.0	7.1	28.6	64.3
Creates Effective Environment			9.1	0.0	0.0	28.6	71.4
Ease of Management			9.0	0.0	0.0	28.6	71.4
<b>Sales and Service</b>							
Sales and Service OSat			8.8	0.0	14.3	21.4	64.3
Keeps Customers Up-To-Date			8.3	7.1	7.1	28.6	57.1
Knowledgeable about Customer's Business			8.9	0.0	14.3	14.3	71.4
Maintains Regular Contact			8.3	7.1	14.3	14.3	64.3
Solves Problems Quickly			8.7	7.1	7.1	7.1	78.6
<b>Product Benefits</b>							
Design and Aesthetics			9.3	0.0	0.0	23.1	76.9
Designed Based on User Needs			9.2	0.0	0.0	21.4	78.6
Functionality and Ergonomics			9.1	0.0	7.1	14.3	78.6
Right Quality and Durability			9.3	0.0	0.0	28.6	71.4
<b>Company Reputation</b>							
Trustworthy			9.4	0.0	0.0	21.4	78.6
Makes Customer's Job Easier			9.2	0.0	0.0	28.6	71.4
Environmentally Responsible			9.2	0.0	0.0	21.4	78.6