

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: 353</i>							
Recommend							
Likelihood to Recommend Dealer			8.6	5.4	6.5	19.5	68.6
Likelihood to Recommend Steelcase			8.7	2.5	8.2	22.7	66.6
Overall Satisfaction							
Overall Satisfaction			8.6	3.7	7.1	23.5	65.7
Solutions							
Applies Research and Insights			8.5	4.1	8.1	25.6	62.2
Competitively Priced Products			7.7	6.7	18.2	29.6	45.5
Creates Effective Environment			8.5	4.1	6.8	25.3	63.9
Ease of Management			8.5	3.6	7.6	25.1	63.7
Sales and Service							
Sales and Service OSat			8.5	4.7	8.3	20.4	66.6
Keeps Customers Up-To-Date			7.6	12.5	14.9	19.8	52.9
Knowledgeable about Customer's Business			8.4	6.4	8.6	19.0	66.1
Maintains Regular Contact			7.6	11.9	15.5	21.0	51.7
Solves Problems Quickly			8.1	9.1	10.6	19.1	61.2
Product Benefits							
Design and Aesthetics			8.7	2.3	8.2	20.2	69.3
Designed Based on User Needs			8.6	2.9	7.0	21.4	68.6
Functionality and Ergonomics			8.7	2.0	7.3	20.9	69.8
Right Quality and Durability			8.7	3.5	6.1	19.2	71.1
Company Reputation							
Trustworthy			8.8	3.2	6.5	17.3	73.0
Makes Customer's Job Easier			8.4	4.4	10.1	20.4	65.1
Environmentally Responsible			8.5	2.8	11.1	20.6	65.5