



	Current Quarter		12 Mo Rolling Avg	
	Your Company	Your Competitors	Your Company	Your Competitors
Overall Satisfaction #1	9.20	9.00	9.29	8.97
Salesperson Satisfaction #2	9.80	9.47	9.71	9.43
Delivery in Time Frame #3	9.10	8.92	9.14	8.89
Delivery Driver Satisfaction #4	9.33	9.63	9.38	9.56
Cleanliness of Parts #5	8.80	8.29	8.46	8.43
Parts Description Accuracy #6	9.75	9.25	9.38	9.18
Fill Order Accuracy #7	9.62	9.16	9.45	9.21
Problem Resolution #8	9.75	9.66	9.67	9.38
Recommend Company #9	10.00	9.76	9.81	9.56
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<b>Overall CSI Score</b>	<b>9.48</b>	<b>9.24</b>	<b>9.36</b>	<b>9.18</b>