Open Ratings

Past Performance Evaluation

1. COMPANY OVERVIEW

		Past Performance Evaluation	
Primary Name :	Novatech Services, Inc.	Report Date :	07-22-2015
Alternate Name :	(none)	Order Number	2419514
D-U-N-S® :	78-704-5678		
Address :	3375 Scott Blvd Ste 436 Santa Clara,CA 950543114		
Telephone Number :	+1 (408) 295-3188		
		Company Information	
		Year Started:	2006
		Year of Current Control:	2006
		Annual Sales:	\$ 1,000,000
		Total Employees:	9
		SIC/Line of Business:	7379/Computer related services, nec

2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance.Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

Overall Performance Rating	92	00000	Вс	ottom	SIC/Quintile	Тор
Overall, how satisfied do you feel about the performance of this company during this transaction?			SI	IC:	7379/Computer related services, nec	

Detailed Performance Ratings		0	25	50	75	100
RELIABILITY:		•		·	-	
How reliably do you think this company follows through on its commitments?	94					
COST:						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	87					
ORDER ACCURACY:						
How well do you think the product/service delivered matched your order specifications and quantity?	93					
DELIVERY/TIMELINESS:						
How satisfied do you feel about the timeliness of the product/service delivery?	91					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	93					
BUSINESS RELATIONS:						
How easy do you think this company is to do business with?	93					
PERSONNEL:						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	94					
CUSTOMER SUPPORT:						
How satisfied do you feel about the customer support you received from this company?	94					
RESPONSIVENESS:						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	95					
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 Business Name :
 Novatech Services, Inc.

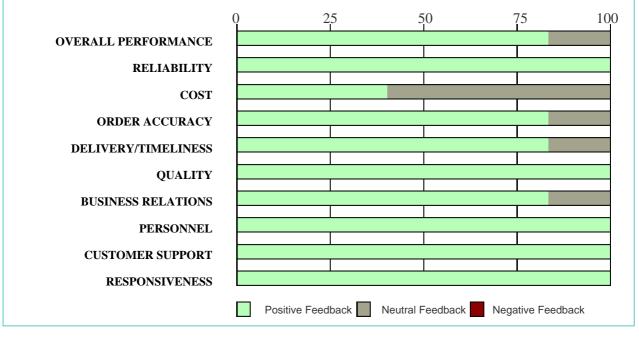
 D-U-N-S®
 :
 78-704-5678

 Report Date
 :
 07-22-2015

3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed.

The percentages of responses falling into each category are shown below.



4. CUSTOMER REFERENCES SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.					
SIC/Line of Business:					
7331/Direct mail advertising services	8748/Business consulting, nec				
8059/Nursing home, except skilled and intermediate care facility	7532/Body shop, automotive				
6722/Management investment, open-end	8011/Specialized medical practitioners, except internal				
8399/Social services, nec	8661/Reformed Church				
4731/Freight transportation arrangement	7371/Computer software systems analysis and design, custom				
8721/Certified public accountant	8111/General practice law office				
5065/Electronic parts					
Total number of surveys completed : 22.					

Note: The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

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