Open Ratings

DB Dun & Bradstreet

Date: 09/21/08

Past Performance Evaluation

D-U-N-S Number for this company: xx-xxx-xxxx

The Supplier Performance Review is a report on a single company. This report is divided into four sections:

1. Company Overview Contains basic location, contact, and operating data available on the company being evaluated.

2. Supplier Perfomance Ratings

Provides the supplier's Overall Performance Rating, which is an assessment of likely overall performance, and a SIC-level benchmark, which indicates where the supplier's Overall Performance Rating falls in comparison to other rated companies in it's SIC group. This section also provides Detailed Performance Ratings for key aspects of supplier performance.

3. Buyers Surveyed

Indicates the industries of the companies that have recently provided ratings on this supplier. Individual raters are not identified in order to preserve confidentiality.

4. Distribution of Feedback

Provides a breakdown of the survey responses received from raters of this supplier. 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).

1.	COMPANY	OVERVIEW	(from	Dun	&	Brads	street	records)	
								1	

Primary 🔪	COMPUTER EDUCATION	Year Started:	1982
Name:	TECHNIQUES, INC.	1	
	~ /		
			6
Address:	PO Box 1213	Annual Sales:	\$500,000
	New York, NY 10156-1213		
Telephone		Total Employees	2 total
Number:			
D-U-N-S®	XX-XXX-XXXX	SIC/Line of	
Number:		Business:	

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2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information, available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

8243/Data Processing Schools Overall Performance Rating: 90 Indicative of likely overall performance

Detailed Performance Ratings

RELIABILITY:						
How reliably do you think this compa	ny follows throu	gh on its	95			
commitments?						
COST:						
How closely did your final total cos	ts correspond to	your	92			
expectations at the beginning of the	transaction?					
ORDER ACCURACY:	N N					
How well do you think the product/se	rvice delivered	matched your	90			
order specifications and quantity?						
DELIVERY/TIMELINESS:			1.11			
How satisfied do you feel about the	timeliness of th	e	93-			
pr <mark>od</mark> uct/service delivery?						
QUALITY:						
How satisfied do you feel about the	quality of the p	roduct/service	90			
provided by this company?						
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 96						
professionalism of this company's staff?						
CUSTOMER SUPPORT:						
How satisfied do you feel about the customer support you received 90						
from this company?						
RESPONSIVENESS:						
How responsive do you think this company was to information 91						
requests, issues, or problems that arose in the course of the						
transaction?						
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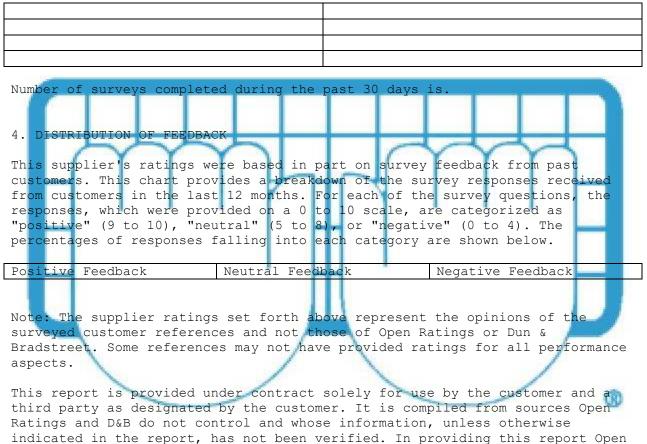
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3. BUYERS SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

SIC/Line of Business:



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