

Extended DISC Survey

REPORT

Customer Satisfaction

Organization

Company XYZ

Date

16.5.2002



This report is based on answers given in the Survey Questionnaire.
The purpose of the survey is to provide the organisation with extra information for different development projects. No decision should be based solely on the results of the survey.

This analysis is prepared by Extended DISC International
and it is protected by Copyright.

Licensed to: Extended DISC International

1. ASSEMBLING DATA

MY OWN OPINION IS:		CURRENT SITUATION					DEVELOPMENT		
		Totally disagree	Dis agree	Not dis or agree	Agree	Totally agree	Worse than before	No difference	Better than before
Expertise									
1.	People in my unit are skilled				X				X
2.	We perform our tasks with expertise		X				X		

2. RESULT

Expertise	Company
1. People in my unit are skilled	Development: 2/2/5 Answers / std. deviation: 58 / 3,2 / 0,6

Number of answers (red < 5)

Weighted average of answers

Weighted average of development (red < 0)

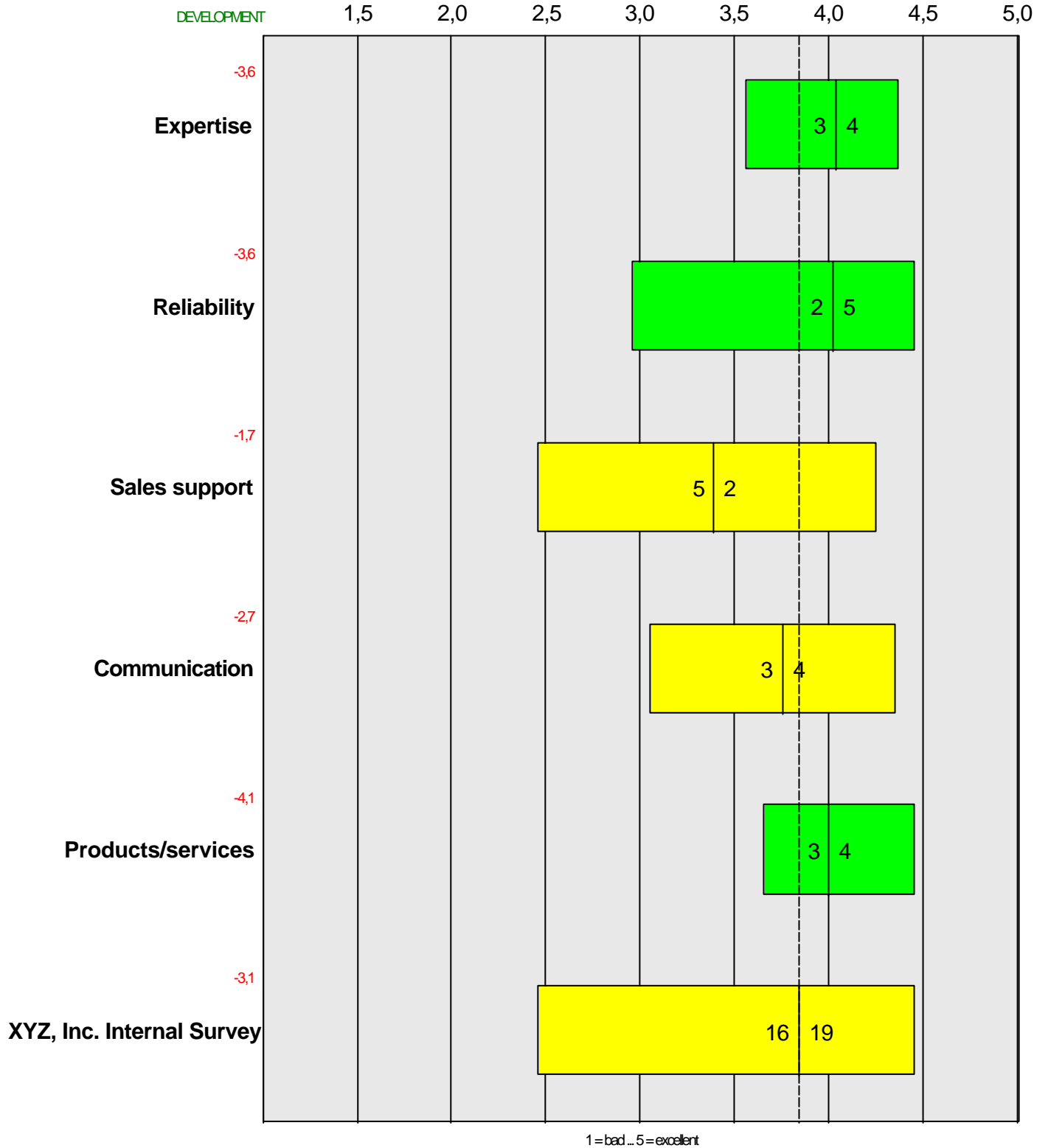
Average variation of answers (red > 1.0)

$$\sqrt{\frac{n \sum x^2 - (\sum x)^2}{n^2}}$$

3. COLOR CODING

Intermediate milestone for the average of the answers:

RED	1.0 - 2.5
YELLOW	2.5 - 4.0
GREEN	4.0 - 5.0



Extended DISC Survey
Results by question group

Customer Satisfaction
Company XYZ

Results by question group	XYZ, Inc.			
	Answers	America	A&A	E&A
Expertise	20 Development 4,0 -3,6	5 0,2 4,2 -0,2	7 0,4 4,2 0,3	8 -12,1 3,7 -11,8
Reliability	Development 4,0 -3,6	0,3 4,3 -0,3	0,3 4,2 0,3	-11,8 3,6 -8,7
Sales support	Development 3,4 -1,7	0,3 3,6 -0,3	0,2 3,6 0,2	-5,9 3,1 -8,7
Communication	Development 3,8 -2,7	0,3 4,1 -0,3	0,4 4,1 0,4	-8,7 3,2 -11,7
Products/services	Development 4,0 -4,1	-1,4 4,4 -1,4	0,2 3,9 0,2	-11,7 3,8 -10,0
XYZ, Inc. Internal Survey	Development 3,8 -3,1	-0,1 4,1 -0,1	0,3 4,0 0,3	-10,0 3,5 -10,0



Customer Satisfaction

Company XYZC

16.5.2002

Expertise	XYZ, Inc.	America	A&A	E&A
1. The service I receive is professional	Development 4,2 0/10/7 0,9	4,8 0/4/1 0,4	4,0 0/2/5 0,9	3,9 0/4/1 0,9
2. XYZ personnel know their products well	Development 4,4 0/12/4 0,8	4,8 0/5/0 0,4	4,6 0/5/2 0,5	3,9 0/2/2 1,0
3. XYZ can be trusted when I need product support	Development 4,3 0/11/5 0,8	4,2 0/4/1 0,7	4,6 0/3/4 0,7	4,0 0/4/0 0,9
4. I think the firm is well administered	Development 3,9 0/13/3 0,9	4,0 0/4/1 0,9	4,3 0/5/2 0,5	3,6 0/4/0 1,3
5. XYZ personnel know their products/services	Development 4,1 0/12/4 0,9	4,4 0/4/1 0,8	4,3 0/5/2 0,7	3,7 0/3/1 1,0
6. Training events organized by XYZ are of high quality	Development 3,6 0/13/2 0,9	3,5 0/3/1 0,5	3,6 0/6/1 1,0	3,6 0/4/0 0,9
7. The support functions provided by XYZ are of high quality	Development 3,8 1/12/4 0,7	4,0 0/3/2 0,6	4,0 0/5/2 0,5	3,6 1/4/0 0,9
Expertise	1/83/29 4,0	0/27/7 4,2	0/31/18 4,2	1/25/4 3,7



Customer Satisfaction

Company XYZC

16.5.2002

Reliability	XYZ, Inc.	America	A&A	E&A
8. XYZ does what it promises	Development 4,3 1/13/2 0,8	4,6 0/5/0 0,5	4,3 0/5/2 0,7	4,0 1/3/0 0,9
9. The reliability of XYZ's service is high	Development 4,1 1/11/4 1,2	4,6 0/3/2 0,5	4,4 0/5/2 0,5	3,4 1/3/0 1,6
10. XYZ responds to my requests completely	Development 4,2 0/11/6 0,7	4,2 0/4/1 0,4	4,4 0/3/4 0,7	4,0 0/4/1 0,9
11. I think XYZ takes a long-term approach to our cooperation	Development 4,4 0/13/4 0,7	4,8 0/4/1 0,4	4,7 0/4/3 0,5	4,0 0/5/0 0,9
12. XYZ lives up to our expectations	Development 3,8 1/12/4 0,9	4,4 0/3/2 0,5	4,1 0/5/2 0,6	3,3 1/4/0 1,0
13. XYZ offers more service than we ask for	Development 3,0 1/12/4 0,8	3,0 0/4/1 0,6	3,3 0/5/2 0,9	2,6 1/3/1 0,7
14. I believe XYZ will also be a reliable partner in the future	Answers / std. deviation 4,3 0/13/4 0,6	4,6 0/3/2 0,5	4,3 0/5/2 0,5	4,3 0/5/0 0,7
Reliability	4/85/28 4,0	0/26/9 4,3	0/32/17 4,2	4/27/2 3,6



Customer Satisfaction

Company XYZC

16.5.2002

	XYZ, Inc.	America	A&A	E&A
Sales support				
15. XYZ is more aggressive than its competitors	Development 0/12/4 3,3 1 Answers / std. deviation 0,6	0/3/2 3,6 0,8 Answers / std. deviation 0,8	0/6/1 3,3 0,5 Answers / std. deviation 0,5	0/3/1 3,1 0,3 Answers / std. deviation 0,3
16. XYZ helps me in my sales work	Development 0/12/5 3,3 1,0 Answers / std. deviation 1,0	0/4/1 3,4 0,8 Answers / std. deviation 0,8	0/5/2 4,0 0,5 Answers / std. deviation 0,5	0/3/2 2,8 1,0 Answers / std. deviation 1,0
17. XYZ is interested in my success	Development 0/15/1 4,3 0,6 Answers / std. deviation 0,6	0/5/0 4,6 0,5 Answers / std. deviation 0,5	0/6/1 4,4 0,5 Answers / std. deviation 0,5	0/4/0 3,9 0,6 Answers / std. deviation 0,6
18. XYZ knows the needs of my customers	Development 0/13/4 3,3 0,9 Answers / std. deviation 0,9	0/3/2 3,6 0,8 Answers / std. deviation 0,8	0/6/1 3,6 0,5 Answers / std. deviation 0,5	0/4/1 3,0 1,1 Answers / std. deviation 1,1
19. XYZ produces useful marketing materials	Development 0/14/3 2,5 0,8 Answers / std. deviation 0,8	0/4/1 2,2 0,4 Answers / std. deviation 0,4	0/6/1 2,7 0,9 Answers / std. deviation 0,9	0/4/1 2,4 0,9 Answers / std. deviation 0,9
20. I can take advantage of the international organization in my work	Development 0/11/6 3,7 0,9 Answers / std. deviation 0,9	0/3/2 4,0 0,6 Answers / std. deviation 0,6	0/4/3 3,7 0,5 Answers / std. deviation 0,5	0/4/1 3,4 1,1 Answers / std. deviation 1,1
21. Our cooperation in sales works well	Development 0/14/3 3,3 0,7 Answers / std. deviation 0,7	0/4/1 3,6 0,8 Answers / std. deviation 0,8	0/6/1 3,6 0,5 Answers / std. deviation 0,5	0/4/1 3,0 0,7 Answers / std. deviation 0,7
Sales support	0/9/1/26 3,4	0/26/9 3,6	0/39/10 3,6	0/26/7 3,1



Customer Satisfaction

Company XYZC

16.5.2002

Communication	XYZ, Inc.	America	A&A	E&A
22. XYZ automatically provides us with new product information	Development 0/12/5 3,0 1,1	0/4/1 3,0 0,9	0/4/3 3,7 1,0	0/4/1 2,5 0,9
23. XYZ personnel is cooperative	Development 1/11/5 4,3 0,7	0/4/1 4,8 0,4	0/4/3 4,3 0,7	1/3/1 4,1 0,8
24. The meetings with XYZ are useful	Development 0/10/7 4,0 1,3	0/2/3 4,0 0,6	0/3/4 4,9 0,3	0/5/0 3,3 1,5
25. XYZ personnel can adjust to our way of working	Development 0/14/3 3,6 1,0	0/4/1 4,4 0,5	0/5/2 4,0 0,5	0/5/0 2,8 0,8
26. My remarks to XYZ are handled satisfactorily	Development 0/13/4 3,8 0,7	0/4/1 4,0 0,6	0/4/3 4,1 0,3	0/5/0 3,4 0,9
27. XYZ negotiates in a professional manner	Development 0/15/1 4,0 0,7	0/5/0 4,4 0,5	0/5/1 4,0 0,5	0/5/0 3,6 0,7
28. XYZ informs us sufficiently about what it is doing	Development 0/11/6 3,5 1,0	0/3/2 4,0	0/4/3 3,7 0,9	0/4/1 3,0 1,1
Communication	1/86/31 3,8	0/26/9 4,1	0/29/19 4,1	1/31/3 3,2



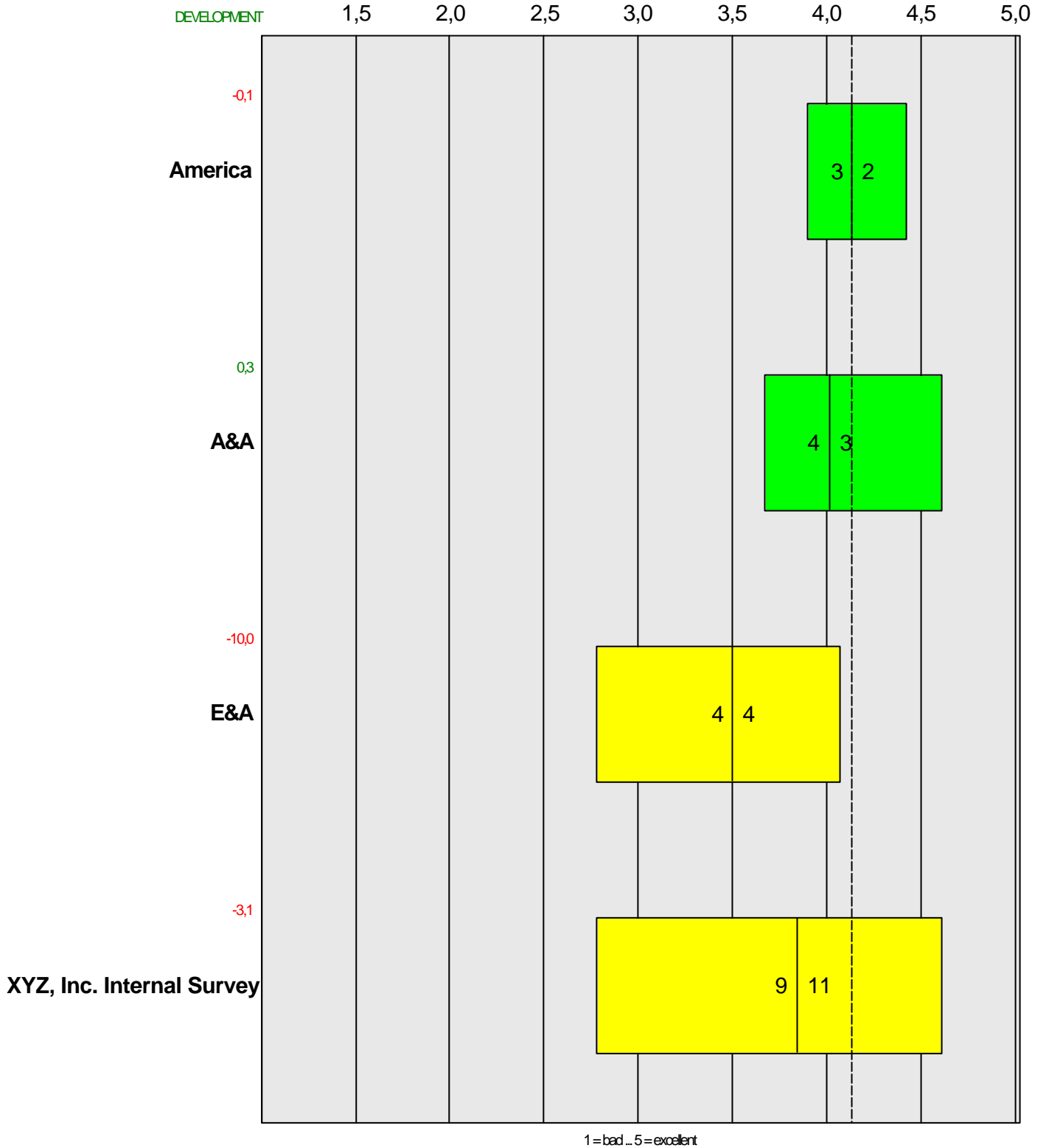
Customer Satisfaction

Company XYZC

16.5.2002

Products/services	XYZ, Inc.	America	A&A	E&A
29. XYZ products correspond with our needs	Development 4,0 0/11/5 0,9	4,2 0/2/3 0,4	4,3 0/6/1 0,5	3,6 0/3/1 1,2
30. XYZ is looking for new product solutions to satisfy our needs	Development 3,7 0/10/7 0,4	4,2 0/2/3 0,4	3,3 0/6/1 0,5	3,6 0/2/3 0,3
31. XYZ products are unique in the market	Development 3,7 0/10/7 1,1	4,4 0/0/5 0,5	3,3 0/7/0 1,0	3,5 0/3/2 1,1
32. The applicability of XYZ products is good	Development 4,5 0/11/6 0,7	4,8 0/3/2 0,4	4,6 0/5/2 0,5	4,1 0/3/2 0,8
33. XYZ products are price competitive	Development 3,9 0/13/4 0,6	4,2 0/4/1 0,7	3,7 0/6/1 0,5	4,0 0/3/2 0,5
34. XYZ's product development is active	Development 4,0 0/10/6 0,7	4,6 0/2/3 0,5	3,9 0/4/3 0,6	3,8 0/4/0 0,7
35. I think XYZ products are of high quality	Development 4,2 0/13/2 0,6	4,5 0/3/1 0,5	4,4 0/7/0 0,5	3,8 0/3/1 0,7
Products/services	0/78/37 4,0	0/16/18 4,4	0/41/8 3,9	0/21/11 3,8





Your comments regarding the personnel of XYZ, Inc.

America

- + Professional and polite
- + The staff is very helpful and accessible. Great support!
- + Very fast and efficient.
- + Pleasure working with them.

A&A

- + Very helpful and responsive any time of the day or night.
- + So far, I have been dealing with Jack only and the service has been good. So, it is hard to comment on the other staff. Furthermore, we have been a customer for only 6 months. Therefore, it's difficult to comment on developments and trends.
- + We have to be thankful for XYZ personnel. They give us great service on XYZ products. In order to help our clients, we have to understand the mechanisms of the models and each tool more exactly. We want to study more product applications.
- + Aggressive and quickly respond to our needs. We are very satisfied with our cooperation.
- + Would like to have higher or faster responsiveness when needed or requested.
- + Provide more support material for each tool will assist understanding more of product features and benefit and, of course, applications.
- + Highly professional and keen to assist wherever possible. Usually very quick to respond to a query.

E&A

- + Great support! Everyone is helpful.
- + XYZ's employees responsibilities and roles need to be clarified. Who is doing what?
- + You are always there for us, though sometimes you can be a little short!