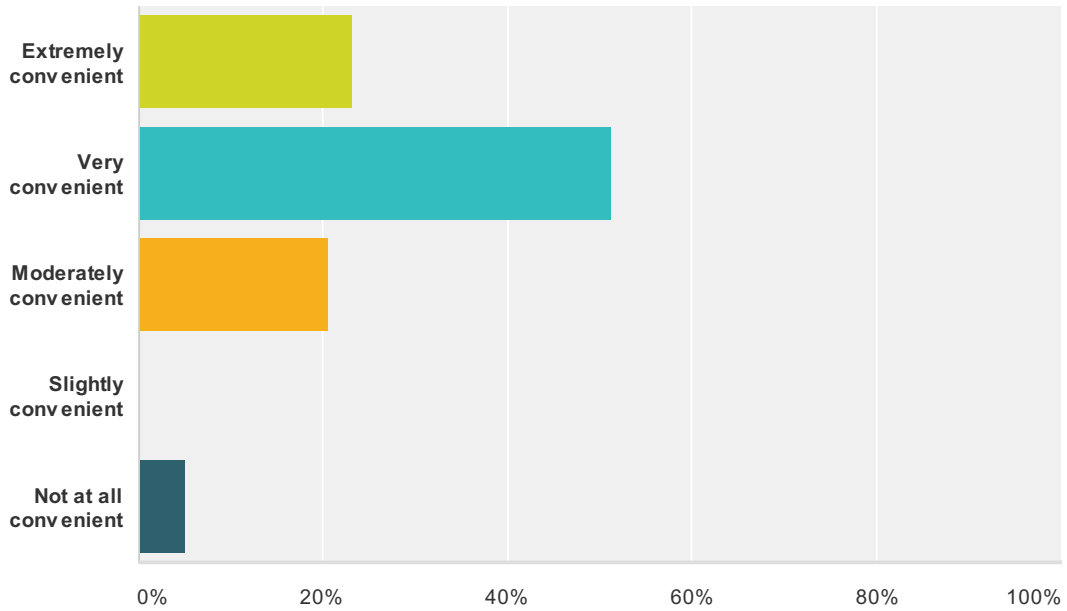


### Q1 How convenient is our company to use?

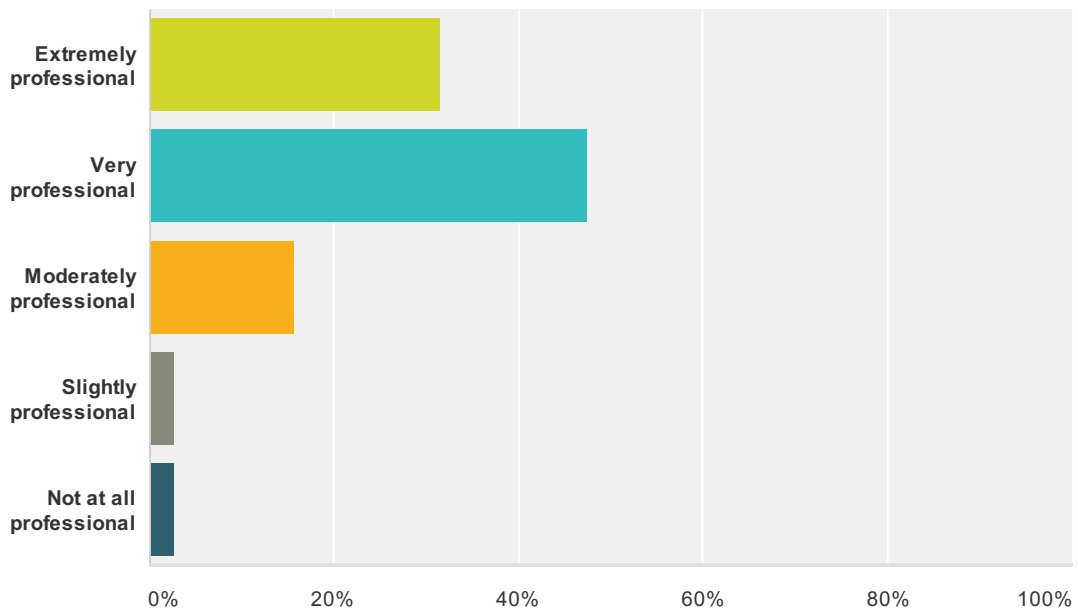
Answered: 39 Skipped: 1



Answer Choices	Responses	Count
Extremely convenient	23.08%	9
Very convenient	51.28%	20
Moderately convenient	20.51%	8
Slightly convenient	0%	0
Not at all convenient	5.13%	2
<b>Total</b>		<b>39</b>

### Q2 How professional is our company?

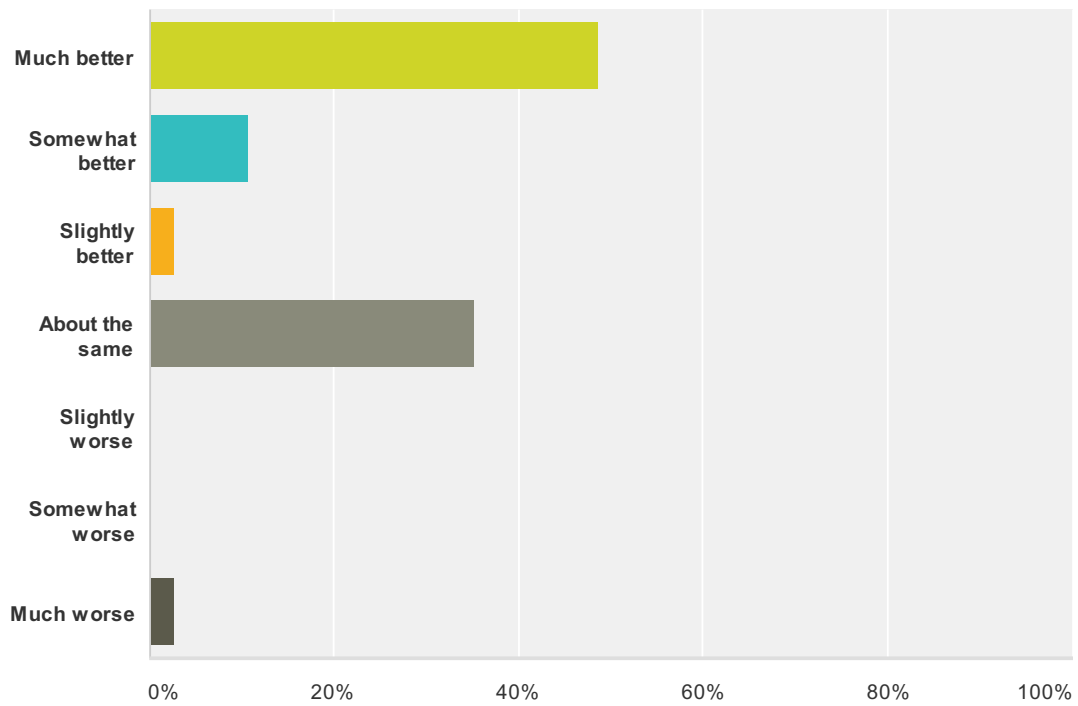
Answered: 38 Skipped: 2



Answer Choices	Responses	
Extremely professional	31.58%	12
Very professional	47.37%	18
Moderately professional	15.79%	6
Slightly professional	2.63%	1
Not at all professional	2.63%	1
<b>Total</b>		<b>38</b>

### Q3 Compared to our competitors, is our product quality better, worse, or about the same?

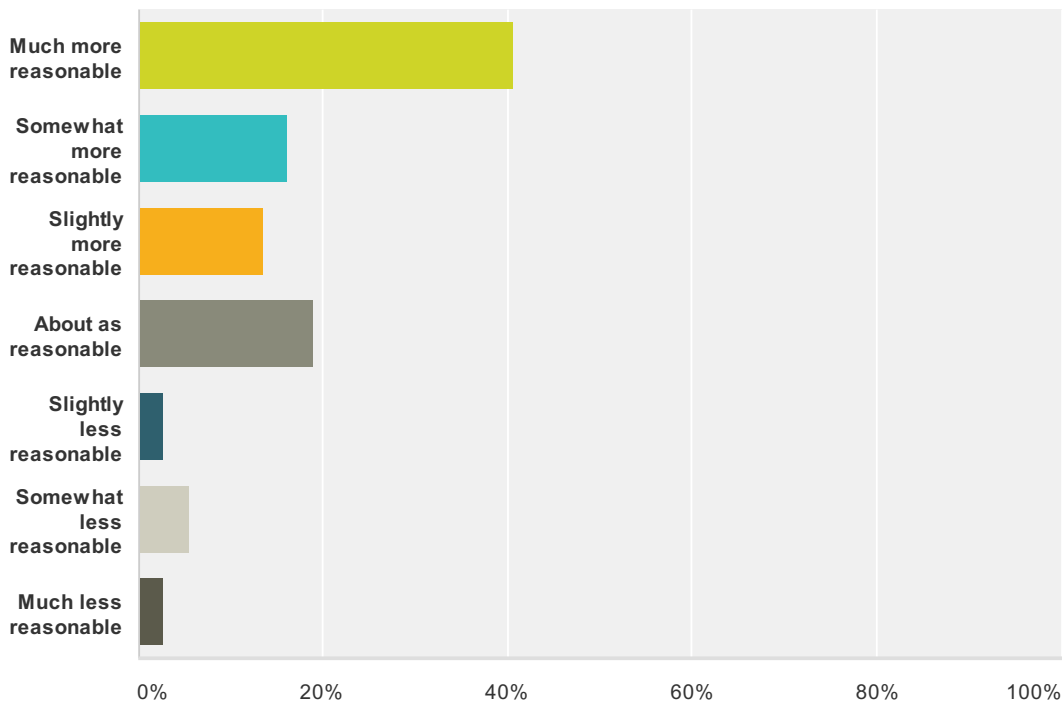
Answered: 37 Skipped: 3



Answer Choices	Responses
Much better	48.65% 18
Somewhat better	10.81% 4
Slightly better	2.70% 1
About the same	35.14% 13
Slightly worse	0% 0
Somewhat worse	0% 0
Much worse	2.70% 1
<b>Total</b>	<b>37</b>

**Q4 Compared to our competitors, are our prices more reasonable, less reasonable, or about the same?**

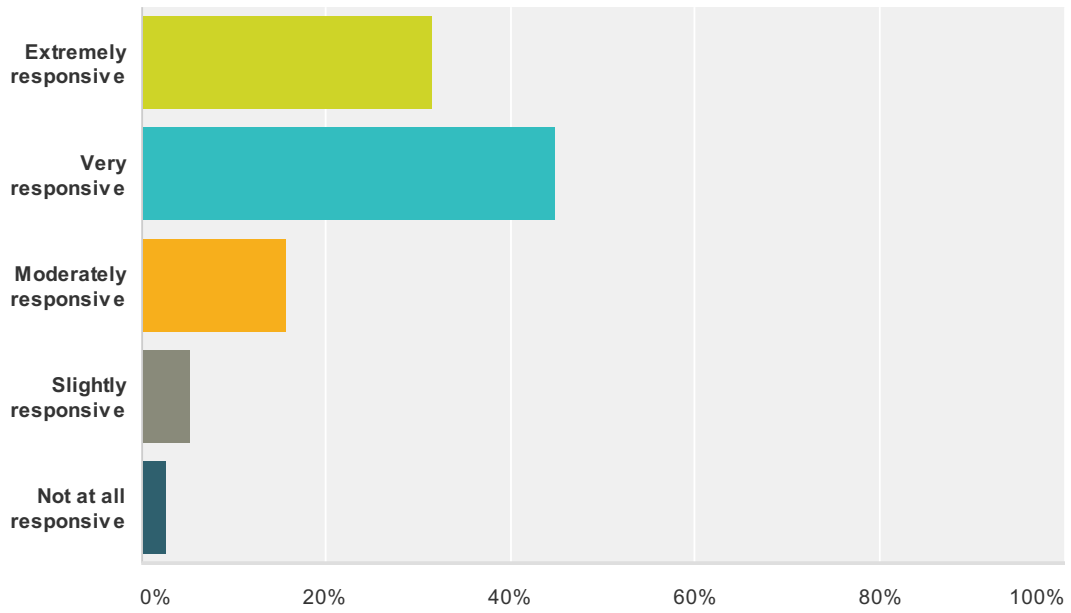
Answered: 37 Skipped: 3



Answer Choices	Responses
Much more reasonable	40.54% 15
Somewhat more reasonable	16.22% 6
Slightly more reasonable	13.51% 5
About as reasonable	18.92% 7
Slightly less reasonable	2.70% 1
Somewhat less reasonable	5.41% 2
Much less reasonable	2.70% 1
<b>Total</b>	<b>37</b>

### Q5 How responsive is our company?

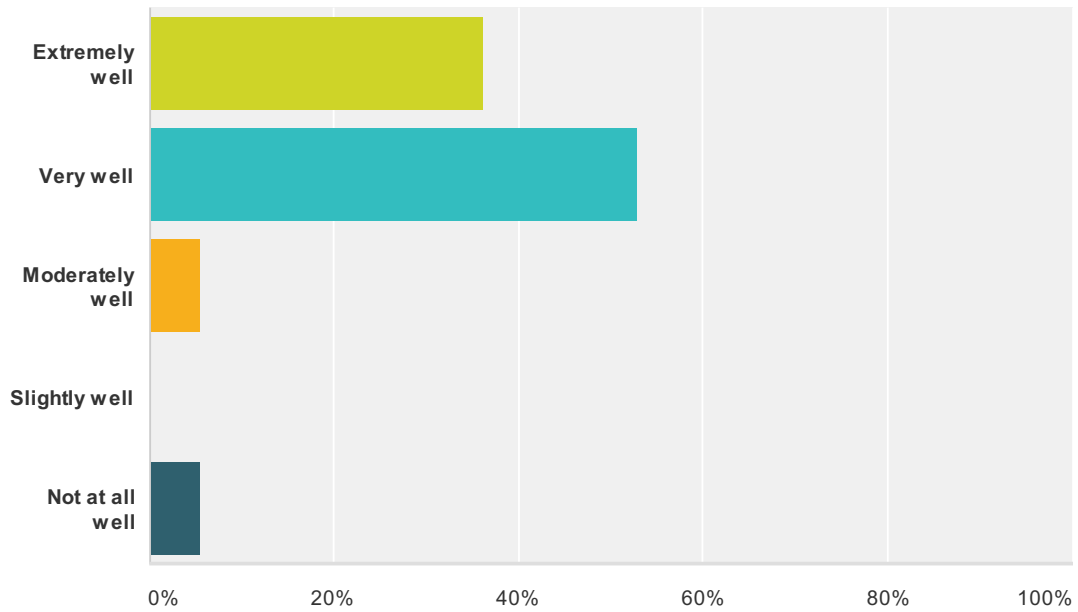
Answered: 38 Skipped: 2



Answer Choices	Responses
Extremely responsive	31.58% 12
Very responsive	44.74% 17
Moderately responsive	15.79% 6
Slightly responsive	5.26% 2
Not at all responsive	2.63% 1
<b>Total</b>	<b>38</b>

**Q6 How well do the customer service representatives at our company answer your questions?**

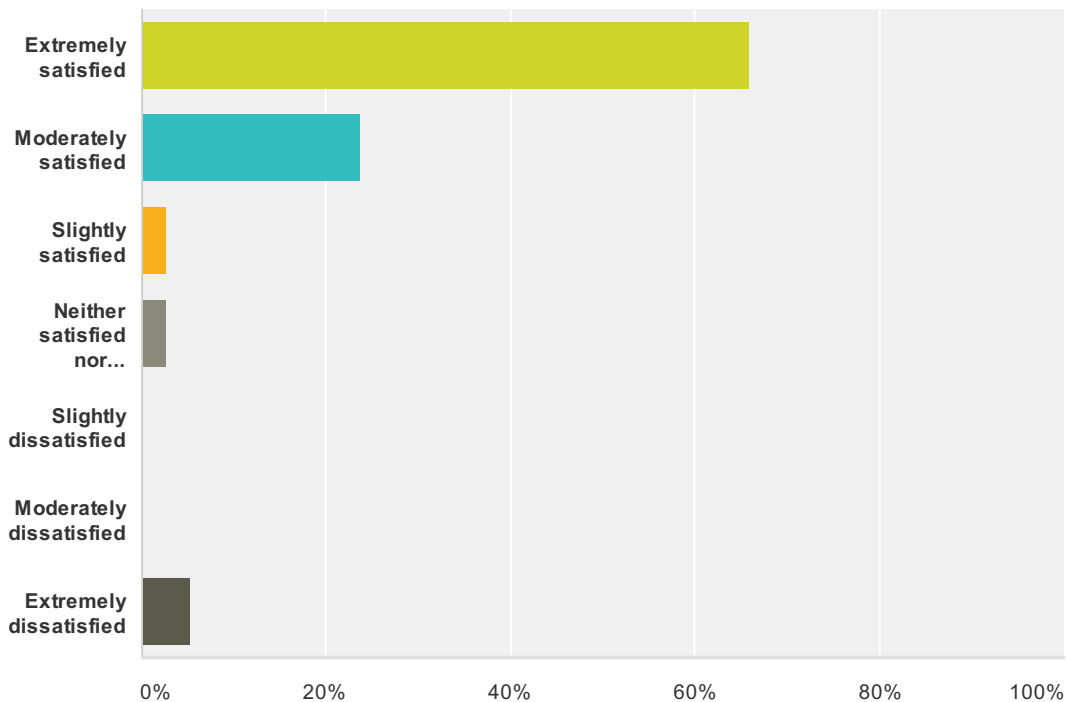
Answered: 36 Skipped: 4



Answer Choices	Responses
Extremely well	36.11% 13
Very well	52.78% 19
Moderately well	5.56% 2
Slightly well	0% 0
Not at all well	5.56% 2
<b>Total</b>	<b>36</b>

**Q7 Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?**

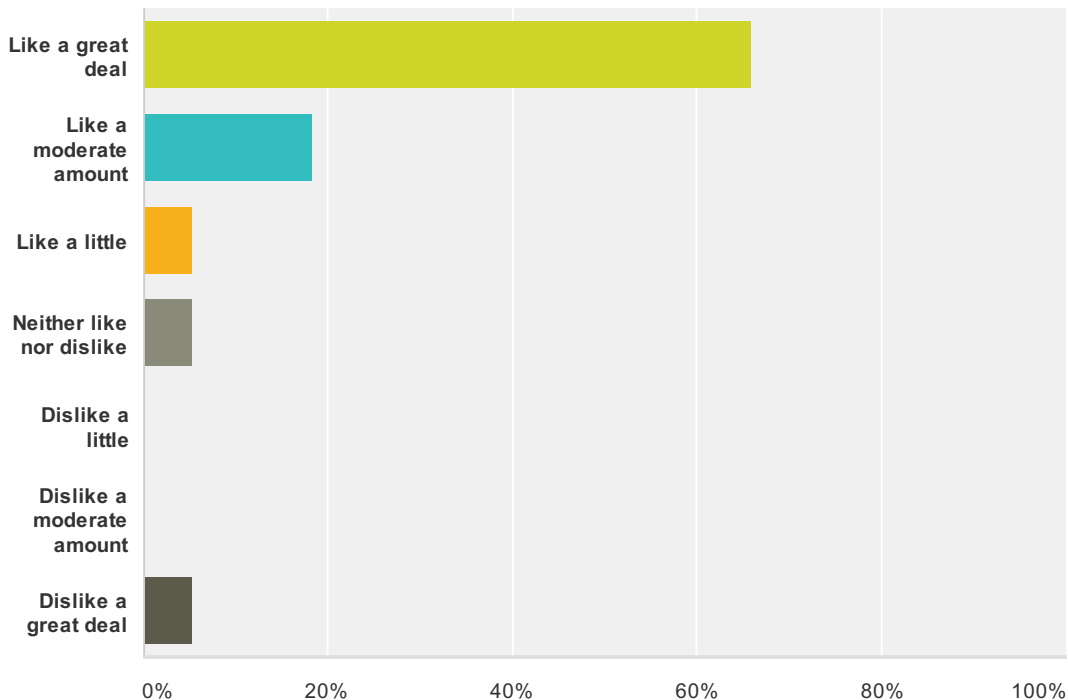
Answered: 38 Skipped: 2



Answer Choices	Responses
Extremely satisfied	65.79% 25
Moderately satisfied	23.68% 9
Slightly satisfied	2.63% 1
Neither satisfied nor dissatisfied	2.63% 1
Slightly dissatisfied	0% 0
Moderately dissatisfied	0% 0
Extremely dissatisfied	5.26% 2
<b>Total</b>	<b>38</b>

### Q8 Do you like our company, neither like nor dislike it, or dislike it?

Answered: 38 Skipped: 2

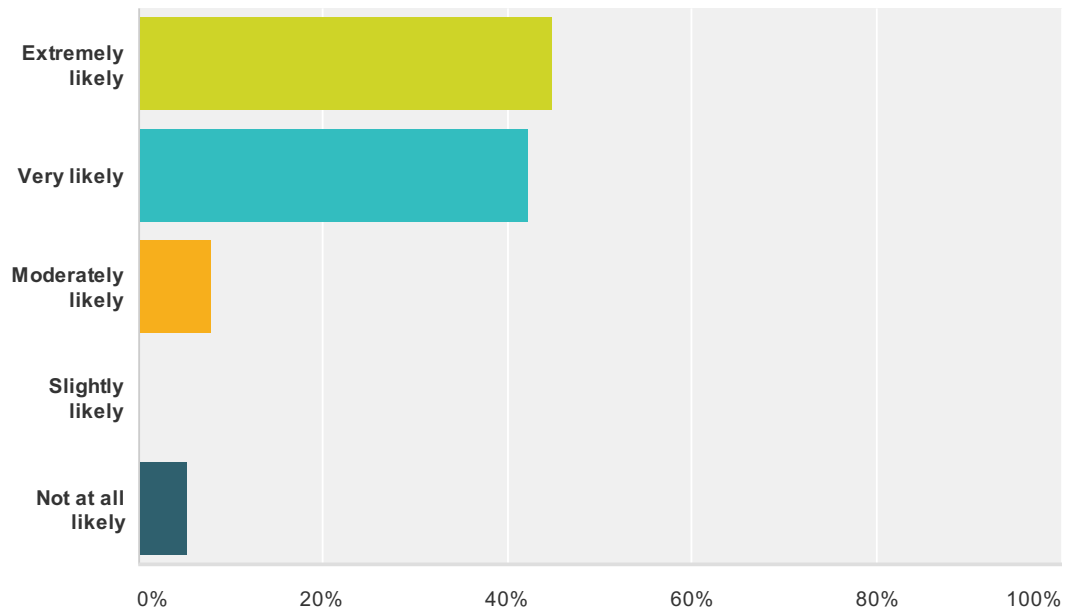


Answer Choices	Responses
Like a great deal	65.79% 25
Like a moderate amount	18.42% 7
Like a little	5.26% 2
Neither like nor dislike	5.26% 2
Dislike a little	0% 0
Dislike a moderate amount	0% 0
Dislike a great deal	5.26% 2
<b>Total</b>	<b>38</b>



### Q9 How likely are you to recommend our company to people you know ?

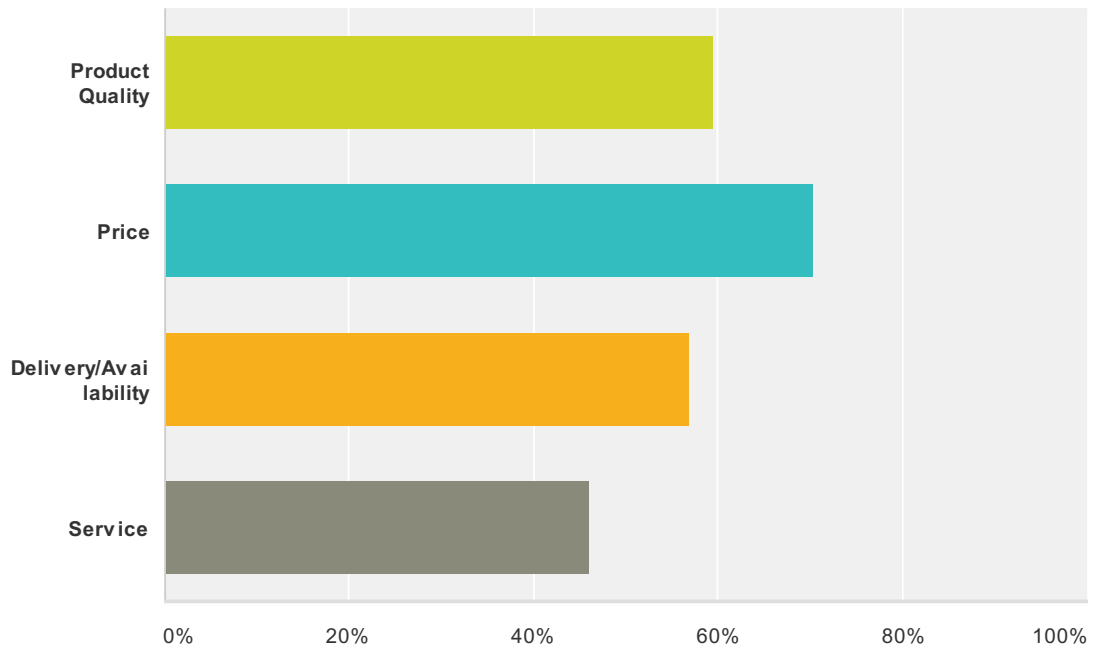
Answered: 38 Skipped: 2



Answer Choices	Responses
Extremely likely	44.74% 17
Very likely	42.11% 16
Moderately likely	7.89% 3
Slightly likely	0% 0
Not at all likely	5.26% 2
<b>Total</b>	<b>38</b>

### Q10 What is the most important factor when making a purchase decision?

Answered: 37 Skipped: 3



Answer Choices	Responses
Product Quality	59.46% 22
Price	70.27% 26
Delivery/Availability	56.76% 21
Service	45.95% 17
<b>Total Respondents: 37</b>	