

## Past Performance Evaluation

### 1. COMPANY OVERVIEW

<b>Primary Name :</b> GLEW ENGINEERING CONSULTING INCORPORATED		<b>Past Performance Evaluation</b>	
<b>Alternate Name :</b> (none)		<b>Report Date :</b>	09-02-2013
<b>Address :</b> 240 Pamela Dr Ste 1 MOUNTAIN VIEW, CA 94040			
<b>Telephone Number :</b> +1 (650) 111-XXXX			
<b>Company Information</b>			
<b>Year Started:</b>		1997	
<b>Year of Current Control:</b>		1997	
<b>SIC/Line of Business:</b>		8711/Engineering services	

### 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.

<b>Overall Performance Rating</b>	97		<b>SIC/Quintile</b>	Bottom		Top
Overall, how satisfied do you feel about the performance of this company during this transaction?			<b>SIC:</b>	8711/Engineering services		

### Detailed Performance Ratings

		0	25	50	75	100
<b>RELIABILITY:</b>						
How reliably do you think this company follows through on its commitments?	98					
<b>COST:</b>						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	96					
<b>ORDER ACCURACY:</b>						
How well do you think the product/service delivered matched your order specifications and quantity?	98					
<b>DELIVERY/TIMELINESS:</b>						
How satisfied do you feel about the timeliness of the product/service delivery?	97					
<b>QUALITY:</b>						
How satisfied do you feel about the quality of the product/service provided by this company?	98					
<b>BUSINESS RELATIONS:</b>						
How easy do you think this company is to do business with?	98					
<b>PERSONNEL:</b>						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	98					
<b>CUSTOMER SUPPORT:</b>						
How satisfied do you feel about the customer support you received from this company?	99					
<b>RESPONSIVENESS:</b>						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	98					

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### 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:**

- 5084/Industrial machinery and equipment
- 6794/Patent owners and lessors
- 8111/Legal services
- 6411/Insurance agents, brokers, and service
- 1731/Electrical work

Number of surveys completed during the past 30 days is 5.

**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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