

Date: 09/09/02

D-U-N-S Number for this company: 15-646-7425

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.

Summary Performance Rating

90





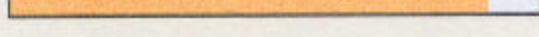

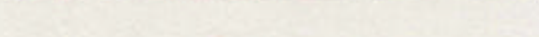



Indicative of likely overall performance

SIC Level Quintile

Bottom Top

SIC: 8734/Testing Laboratories

Detailed Performance Ratings	0	25	50	75	100
RELIABILITY: How reliably do you think this company follows through on its commitments?	91				
COST: How closely did your final total costs correspond to your expectations at the beginning of the transaction?	90				
ORDER ACCURACY: How well do you think the product/service delivered matched your order specifications and quantity?	92				
DELIVERY/TIMELINESS: How satisfied do you feel about the timeliness of the product/service delivery?	88				
QUALITY: How satisfied do you feel about the quality of the product/service provided by this company?	90				
BUSINESS RELATIONS: How easy do you think this company is to do business with?	94				
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?	94	