




















 Above Average

 Average

 Below Average

Key Performance Indicators	Your Results		Average for All Partners	Sample Size
<u>NSAT</u>				
NSAT*	185.71		164.50	28
<u>Customer Loyalty Segmentation</u>				
Champions	92.86		87.96	28
Moral Supporters	3.57		4.27	28
Captives	3.57		1.50	28
Rebels	0.00		6.27	28
<u>Revenue Impact Analysis</u>				
Higher	14.81		43.61	28
Same	85.19		52.42	28
Lower	0.00		3.71	28
<u>Loyalty</u>				
Satisfied	100.00		95.85	28
Likely to Recommend	96.43		92.23	28
Likely to Repurchase	96.43		89.46	28
Competitive Advantage	85.71		68.79	28
<u>Overall Performance</u>				
Overall Performance	85.71		65.25	28
Ease of Doing Business	85.71		73.04	28
Quality of Communication	82.14		69.00	28
Quality of Sales	88.89		65.58	28
Quality of Products	82.14		70.55	28
Quality of Support	85.71		71.74	28
Value Received	84.00		62.80	28
Ability to Meet Your Needs	82.14		71.06	28