

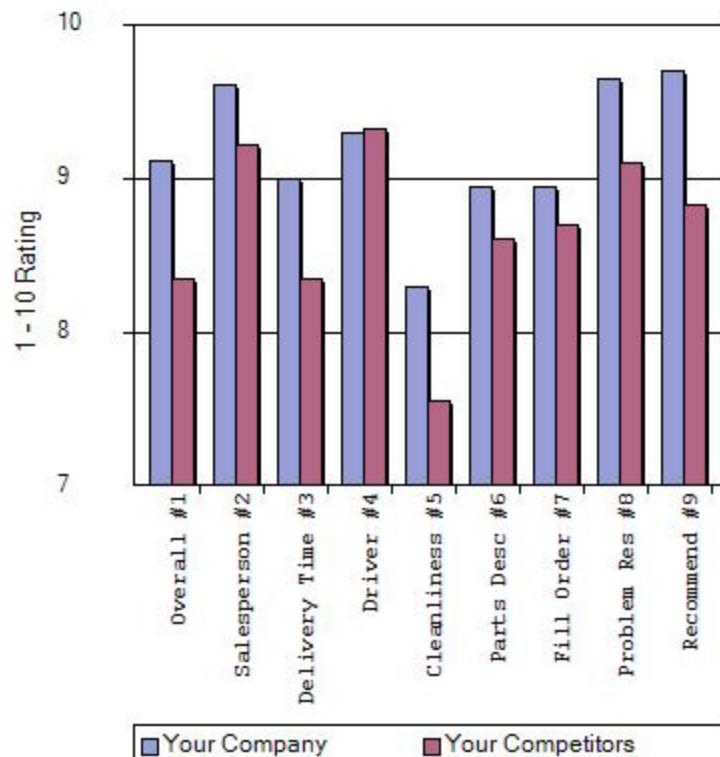
Customer Satisfaction



ARA Gold Seal Snyder's Recycled Auto And Truck Parts CSI Analysis

Snyder's Recycled Auto And Truck Parts
4th Quarter, 2011
Completed Surveys: 25

Current Quarter
Comparison By Question



	Current Quarter		12 Mo Rolling Avg	
	Your Company	Your Competitors	Your Company	Your Competitors
Overall Satisfaction #1	9.11	8.34	8.92	8.22
Salesperson Satisfaction #2	9.61	9.22	9.51	9.08
Delivery in Time Frame #3	9.00	8.34	9.13	8.36
Delivery Driver Satisfaction #4	9.29	9.32	9.44	9.31
Cleanliness of Parts #5	8.29	7.55	8.34	7.76
Parts Description Accuracy #6	8.94	8.60	9.16	8.81
Fill Order Accuracy #7	8.94	8.69	9.22	8.80
Problem Resolution #8	9.65	9.10	9.51	9.09
Recommend Company #9	9.71	8.83	9.66	8.92
Overall CSI Score	9.17	8.67	9.21	8.71