

Past Performance Evaluation

1. COMPANY OVERVIEW

Primary Name: A PLUS CLEANING & RESTORATION, INC.

Alternate Name: NATIONAL DRY OUT

D-U-N-SR: 82-684-0142

531 Woodbridge Trace Address: Chelsea, AL 35043

Telephone

Number: +1 (205) 330-7872 **Past Performance Evaluation**

Report Date: 12-17-2013 Order Number 1858241

Company Information

Year Started: 1983 **Year of Current Control:** 1983 **Annual Sales:** \$1,017,094

Bottom

Total Employees: 25

SIC/Line of Business: 8741/Management 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.

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91

Overall Performance Rating

Overall, how satisfied do you feel about the performance of this company during this transaction?

SIC/Quintile

Top

SIC: 8741/Management services

Detailed Performance Ratings 100 **RELIABILITY:** How reliably do you think this company follows through on its 92 commitments? COST: How closely did your final total costs correspond to your 86 expectations at the beginning of the transaction? **ORDER ACCURACY:** How well do you think the product/service delivered matched your order specifications and quantity? 90 DELIVERY/TIMELINESS: How satisfied do you feel about the timeliness of the product/service delivery? OUALITY: How satisfied do you feel about the quality of the product/service 92 provided by this company? **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 How satisfied do you feel about the customer support you received 94 from this company? RESPONSIVENESS: How responsive do you think this company was to information 93 requests, issues, or problems that arose in the course of the transaction?



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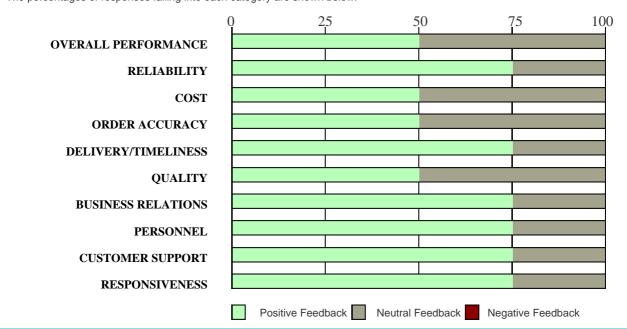
Business Name: A PLUS CLEANING & RESTORATION, INC.

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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:

6531/Appraiser, real estate 5085/Filters, industrial

6411/Insurance agents, brokers, and service

6531/Real estate agents and managers Total number of surveys completed: 14.

8221/Colleges and universities 6512/Nonresidential building operators

8721/Accounting, auditing, and bookkeeping

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

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