

Past Performance Evaluation

1. COMPANY OVERVIEW

Primary Name : A PLUS CLEANING & RESTORATION, INC. Alternate Name : NATIONAL DRY OUT D-U-N-S® : 82-684-0142 Address : 531 Woodbridge Trace 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 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.

Overall Performance Rating	91		Bottom	SIC/Quintile	Top
Overall, how satisfied do you feel about the performance of this company during this transaction?			SIC:	8741/Management services	

Detailed Performance Ratings

		0	25	50	75	100
RELIABILITY:						
How reliably do you think this company follows through on its commitments?	92					
COST:						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	86					
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?	93					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	92					
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?	93					

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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

8221/Colleges and universities

5085/Filters, industrial

6512/Nonresidential building operators

6411/Insurance agents, brokers, and service

8721/Accounting, auditing, and bookkeeping

6531/Real estate agents and managers

Total number of surveys completed : 14.

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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