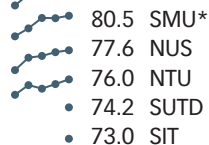


CSISG Q2 2016 scorecard

Air transport, land transport, logistics, private education and public education

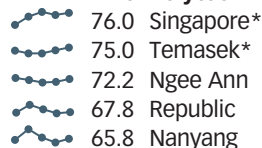
75.7 Public Education

77.1 Universities*



72.5 ITE

71.5 Polytechnics



75.5 Air Transport



73.5 Airlines

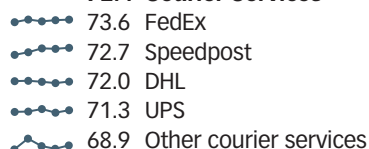


69.5 Budget Airlines



71.2 Logistics

72.4 Courier Services

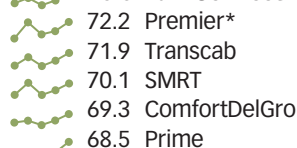


67.9 Postal Services

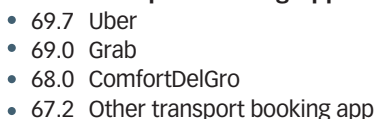


66.8 Land Transport

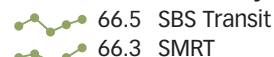
70.0 Taxi Services*



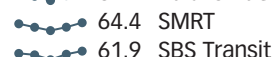
68.8 Transport Booking App*



66.4 Mass Rapid Transit System



62.7 Public Buses



65.0 Private Education

65.0 Private Education Institutions

Note:

Sector scores are weighted averages of their sub-sectors' scores, and sub-sector scores are weighted averages of individual company scores.

green line – statistically significant improvement from 2015 to 2016

red line – statistically significant decline from 2015 to 2016

blue line – no significant year-on-year change in customer satisfaction score

* Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average.

Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average.