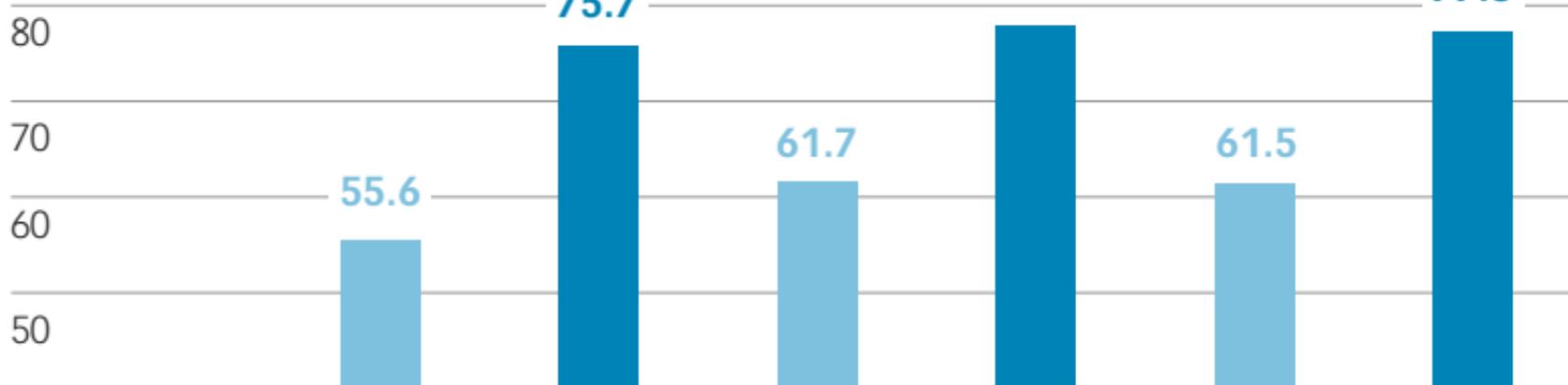


Higher expectations, happier customers

■ Bottom 50 ■ Top 50

Customer satisfaction



	Below expectations		Meet expectations		Exceed expectations	
Quality	59.1	73.6	65.7	76.8	67.8	77.6
Expectations	66.7	78.9	65.7	76.8	62.1	71.2