



Measuring Customer Satisfaction

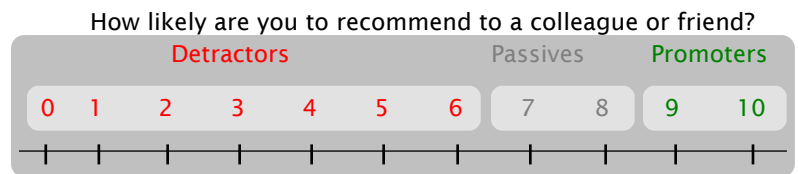
Many companies claim that they have the "Best service in the business" but few even have a way to measure how happy customers are. Here at Automated Business Solutions we have a system that allows us to capture feedback after every service call. We use the Net Promoter Score system www.netpromoter.com

The average N. American company has a Net Promoter Score® of 30.

Some well-loved companies reach scores into the 70s and 80s

NPS® Leaders - N. America 2019		
Company		NPS
Costco		79
Ritz Carlton		78
USAA		75
Amazon		73
Netflix		62
Virgin America		62

NPS scores published by Satmetrix Systems

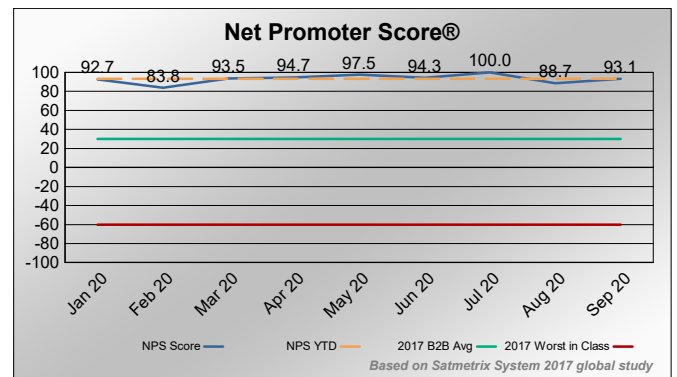


$$\text{NPS}^{\circledR} \quad 93.10 = \text{\% of PROMOTERS (9s and 10s)} \quad 55 (94.83\%) - \text{\% of DETRACTORS (0 through 6)} \quad 1 (-1.72\%)$$

$$\text{NPS}^{\circledR} \quad 93.35 = \text{\% of PROMOTERS (9s and 10s)} \quad 356 (94.68\%) - \text{\% of DETRACTORS (0 through 6)} \quad 5 (-1.33\%)$$



The Net Promoter Score (NPS)®, is a straightforward loyalty metric that holds companies and employees accountable for how they treat customers. It is both a loyalty metric and a discipline for using customer feedback to fuel profitable growth in your business. Employees at all levels of the organization understand it, opening doors to customer centric change and improved performance.



Data Collection and NPS® Verification powered by CEO Juice Inc.

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* Ranking among US and Canada copier dealers using the NPS® system provided by CEO Juice.

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