

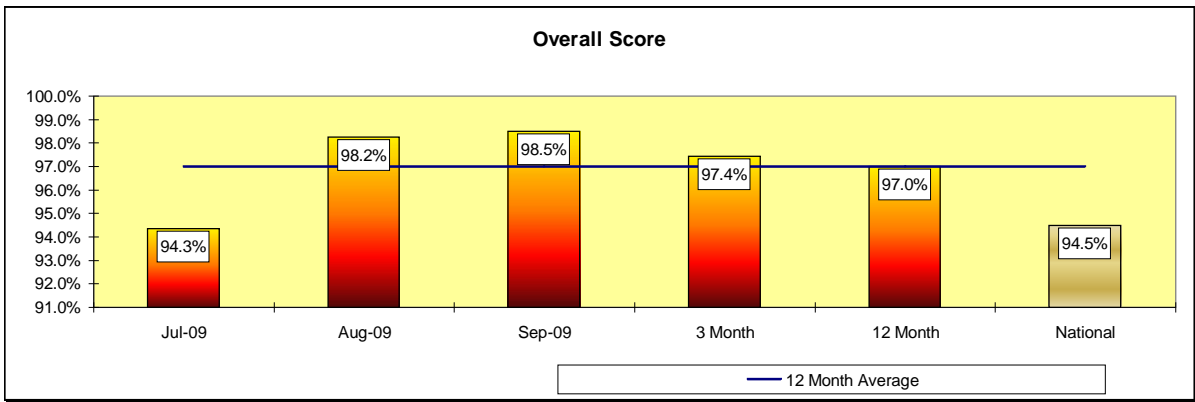
Laborious Panel Beaters SQS Report

HI-PERFORMANCE DECISION SUPPORT

Date Run 26 October 2009
 Upload System VANTAGE
 No of Files Uploaded 4 file(s) submitted in September 2009

98.5%

	Jul-09	Aug-09	Sep-09	3 Month	12 Month	National
Sample Provided	100	108	107	315	1 251	285 972
SMS Sent	56	57	67	180	685	167 719
Top Up Calls	0 (0)	0 (0)	0 (0)	0 (0)	1 (0)	10 060 (1 309)
SQS Report Sample	56	57	67	180	686	177 779
Highly Satisfied	19 33.9%	19 33.3%	22 32.8%	60 33.3%	187 27.3%	56 300 31.7%
Satisfied	33 58.9%	36 63.2%	43 64.2%	112 62.2%	460 67.1%	110 829 62.3%
Dissatisfied	4 7.1%	2 3.5%	2 3.0%	8 4.4%	39 5.7%	10 650 6.0%
IQS Score	92.9%	96.5%	97.0%	95.6%	94.3%	94.0%



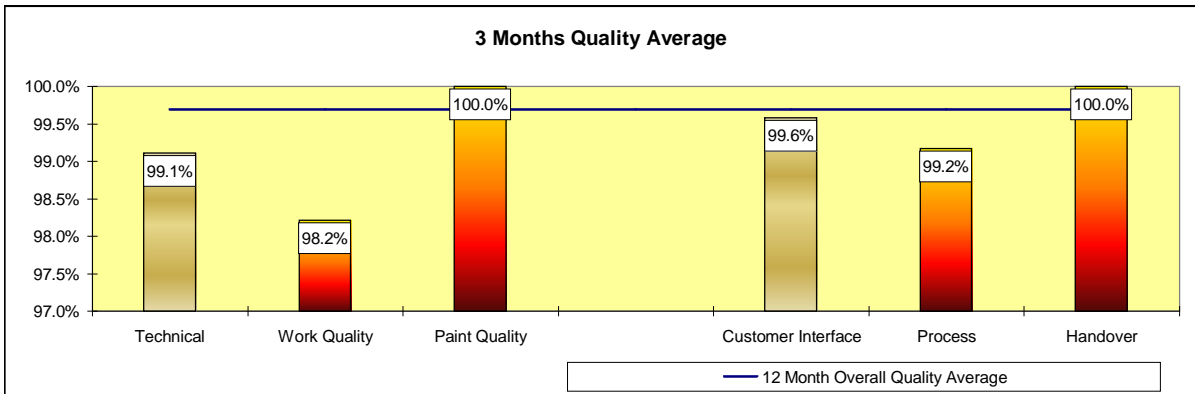
Has someone from 'Laborious Panel Beaters' been in contact with you to address the issue/s you experienced?

Jul-09	Aug-09	Sep-09	3 Month	12 Month	National
0 0.0%	0 0.0%	0 0.0%	0 0.0%	14 33.3%	4 782 39.1%

On a scale of 1-10 (Where 1=Not Recommend and 10=Will Recommend), would you recommend 'Laborious Panel Beaters' to your friends or work colleagues?

	Jul-09	Aug-09	Sep-09	3 Month	12 Month	National
1 to 6 (Detractors)	50.0%	0.0%	0.0%	50.0%	33.3%	46.7%
7 to 8 (Passive)	0.0%	0.0%	0.0%	0.0%	33.3%	26.3%
9 to 10 (Promoters)	50.0%	0.0%	0.0%	50.0%	33.3%	27.0%
* Net promoter Score	0.0%	0.0%	0.0%	0.0%	0.0%	-19.7%

* The "Net Promoter Score" is calculated using a 10 point rating scale grouped into "Promoters", "Passive" and "Detractors" with the results being the net of promoters less the detractors



The problem you experience at 'Laborious Panel Beaters' was with . . .

	Jul-09	Aug-09	Sep-09	3 Month	12 Month	National
Overall Average	95.8%	100.0%	100.0%	99.3%	99.7%	95.0%
Technical	94.6%	100.0%	100.0%	99.1%	99.6%	93.4%
Work Quality	89.3%	100.0%	100.0%	98.2%	99.2%	88.9%
Workmanship	75.0%	100.0%	100.0%	95.8%	98.7%	70.0%
Mechanical	100.0%	100.0%	100.0%	100.0%	99.8%	94.8%
Metal	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%
Assembly	75.0%	100.0%	100.0%	95.8%	97.4%	72.3%
Electrical	100.0%	100.0%	100.0%	100.0%	99.1%	90.1%
Rattles	75.0%	100.0%	100.0%	95.8%	99.6%	96.6%
Leaks	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%
Paint Quality	100.0%	100.0%	100.0%	100.0%	99.9%	97.9%
Paint General	100.0%	100.0%	100.0%	100.0%	99.6%	94.1%
Missed Paint Detail	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
Colour Matching	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%
Paint Bubbles	100.0%	100.0%	100.0%	100.0%	99.8%	99.0%
Paint Runs	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%
Paint Fades	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%
Other	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%
Customer Interface	97.5%	100.0%	100.0%	99.6%	99.9%	97.2%
Process	95.0%	100.0%	100.0%	99.2%	99.7%	100.0%
Wasn't told when my vehicle would be ready	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%
Vehicle wasn't finished on time	75.0%	100.0%	100.0%	95.8%	99.4%	91.5%
Alternative transport wasn't offered	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
Business premises not kept clean	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Other	100.0%	100.0%	100.0%	100.0%	99.4%	89.9%
Handover	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%
Car wasn't clean	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%
Work carried out not explained	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
The invoice wasn't explained	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
Payment process handled badly	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%
Unfriendly attitude	100.0%	100.0%	100.0%	100.0%	99.8%	97.4%