



**Comparison of ASHTA Chemicals Results  
to 40 InfoQuest Chemical Company Surveys**  
(% of Customers who responded "Totally Satisfied")

Category name	Max	Min	Median	Uses	New High	ASHTA		
						Results	Points	%
<b>Revenue Index</b>	80.53%	30.45%	63.67%	40	81.25%	81.25%	17.58	27.62
<b>Response Rate</b>	82.88%	52.75%	70.56%	40		73%	2.44	3.46
<b>Relationship Indicators</b>								
Overall Satisfaction	75%	23%	47%	40		69%	21.94	46.62
Ease of Doing Business	76%	23%	50%	40		73%	23.33	46.96
Intent to Repurchase	87%	24%	76%	34	94%	94%	18.13	23.89
Intent to Recommend	89%	50%	74%	32		86%	12.41	16.87
<b>Business Attributes</b>								
Billing & Invoicing	75%	40%	66%	20	83%	83%	16.57	24.95
Business Practices 1 (Cat. 10)	62%	25%	43%	13				
Business Practices 2 (Cat. 11)	75%	28%	43%	17		68%	25.14	58.67
Communication	69%	22%	49%	24		64%	14.79	30.06
Relationship	72%	45%	67%	11				
Sales Performance	81%	26%	55%	34		78%	22.72	41.11
Delivery/Shipping	75%	20%	56%	36	81%	81%	25.28	45.37
New Products	50%	19%	39%	14				
Product	55%	27%	42%	13				
Product Quality	86%	27%	67%	21		85%	17.76	26.41
Tech Support	56%	26%	46%	15	71%	71%	25.49	56.01
Management Interactions	84%	19%	45%	24		74%	29.42	66.00
Product Line	57%	27%	50%	12				
Ordering	80%	29%	66%	31	81%	81%	14.90	22.54
Customer Service	81%	27%	61%	17		81%	19.78	32.30

Note: The uses column indicates the number of times the category was used in surveys

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