

Past Performance Evaluation

1. COMPANY OVERVIEW

| | | |
|--|------------------------------------|---------------------------|
| Primary Name : GLEW ENGINEERING CONSULTING INCORPORATED | Past Performance Evaluation | |
| Alternate Name : (none) | Report Date : | 09-02-2013 |
| Address : 240 Pamela Dr Ste 1 MOUNTAIN VIEW,CA 94040 | | |
| Telephone Number : +1 (650) 111 F-HFJ | | |
| | Company Information | |
| | Year Started: | 1997 |
| | Year of Current Control: | 1997 |
| | SIC/Line of Business: | 8711/Engineering services |

2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

| | | | | | |
|---|----|--|--------|---------------------------|-----|
| Overall Performance Rating | 97 | | Bottom | SIC/Quintile | Top |
| Overall, how satisfied do you feel about the performance of this company during this transaction? | | | SIC: | 8711/Engineering services | |

Detailed Performance Ratings

| | | 0 | 25 | 50 | 75 | 100 |
|--|----|---|----|----|----|-----|
| RELIABILITY: | | | | | | |
| How reliably do you think this company follows through on its commitments? | 98 | | | | | |
| COST: | | | | | | |
| How closely did your final total costs correspond to your expectations at the beginning of the transaction? | 96 | | | | | |
| ORDER ACCURACY: | | | | | | |
| How well do you think the product/service delivered matched your order specifications and quantity? | 98 | | | | | |
| DELIVERY/TIMELINESS: | | | | | | |
| How satisfied do you feel about the timeliness of the product/service delivery? | 97 | | | | | |
| QUALITY: | | | | | | |
| How satisfied do you feel about the quality of the product/service provided by this company? | 98 | | | | | |
| BUSINESS RELATIONS: | | | | | | |
| How easy do you think this company is to do business with? | 98 | | | | | |
| PERSONNEL: | | | | | | |
| How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff? | 98 | | | | | |
| CUSTOMER SUPPORT: | | | | | | |
| How satisfied do you feel about the customer support you received from this company? | 99 | | | | | |
| RESPONSIVENESS: | | | | | | |
| How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction? | 98 | | | | | |

Past Performance Evaluation

Business Name : GLEW ENGINEERING CONSULTING INCORPORATED



3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed.

The percentages of responses falling into each category are shown below.



4. CUSTOMER REFERENCES SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

SIC/Line of Business:

- 5084/Industrial machinery and equipment
- 6794/Patent owners and lessors
- 8111/Legal services
- 6411/Insurance agents, brokers, and service
- 1731/Electrical work

Number of surveys completed during the past 30 days is 5.

Note: The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

The report may not be reproduced in whole or part in any manner whatsoever.