

CUSTOMER SATISFACTION LEVEL

CHARACTERISTICS	% GE	TARGET COMP.
TIMELY DELIVERY	83%	92%
MATERIAL SELF LIFE	75%	83%
ORDER PROCESSING	90%	100%
MATERIAL SUPPLY	79%	88%
MATERIAL QUALITY	92%	102%
TRANSPORTATION	65%	72%
MATERIAL PACKING	70%	78%
SERVICES	92%	102%
COMPLAINT RESOLUTION	92%	102%
TECHNICAL SUPPORT	85%	94%
DOCUMENTATION	89%	99%

TARGET LEVEL OF SATISFACTION 90%

CURRENT LEVEL OF SATISFACTION 83%

