

## Past Performance Evaluation

## 1. COMPANY OVERVIEW

**Past Performance Evaluation** 

COTTAGE CONSULTING GROUP LLC, THE Report Date : Primary Name: 07-21-2015

Alternate Name : (none) D-U-N-S®: 04-162-0054

Address:

Fort Walton Beach, FL 32547

Telephone

Number: +1 (850) 225-1907

#### 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

00000

**Bottom** 

SIC:

SIC/Quintile 8748/Business

consulting, nec

Top

Overall, how satisfied do you feel about the performance of this company during this transaction?

**Detailed Performance Ratings** 50 100 RELIABILITY: How reliably do you think this company follows through on its commitments? COST: How closely did your final total costs correspond to your 95 expectations at the beginning of the transaction? **ORDER ACCURACY:** How well do you think the product/service delivered matched your order specifications and quantity? 97 **DELIVERY/TIMELINESS:** How satisfied do you feel about the timeliness of the product/service delivery? QUALITY: How satisfied do you feel about the quality of the product/service 98 provided by this company? **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 How satisfied do you feel about the customer support you received 98 from this company? RESPONSIVENESS: How responsive do you think this company was to information 98 requests, issues, or problems that arose in the course of the transaction?



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**D-U-N-S**® : 04-162-0054 **Report Date** : 07-21-2015

## 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.

