

Satisfaction Statistics

APG Office Furnishings	Quarterly Results
Customer Satisfaction Index	97.6%
Recommendation Index	100%
Repeat Business Index	100%
Surveys Sent	295
Surveys Received	124

Meeting Goals	Improvement Suggested	Improvement Required
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Customer Satisfaction Index
 96.3 and above – Meeting Goals
 93.8 to 96.3 – Improvement Suggested
 93.8 and below – Improvement Required

Recommendation Index
 98.5 and above – Meeting Goals
 96 to 98.5 – Improvement Suggested
 96 and below – Improvement Required

Repeat Business Index
 99 and above – Meeting Goals
 98 to 99 – Improvement Suggested
 98 and below – Improvement Required



**APG OFFICE
 FURNISHINGS**