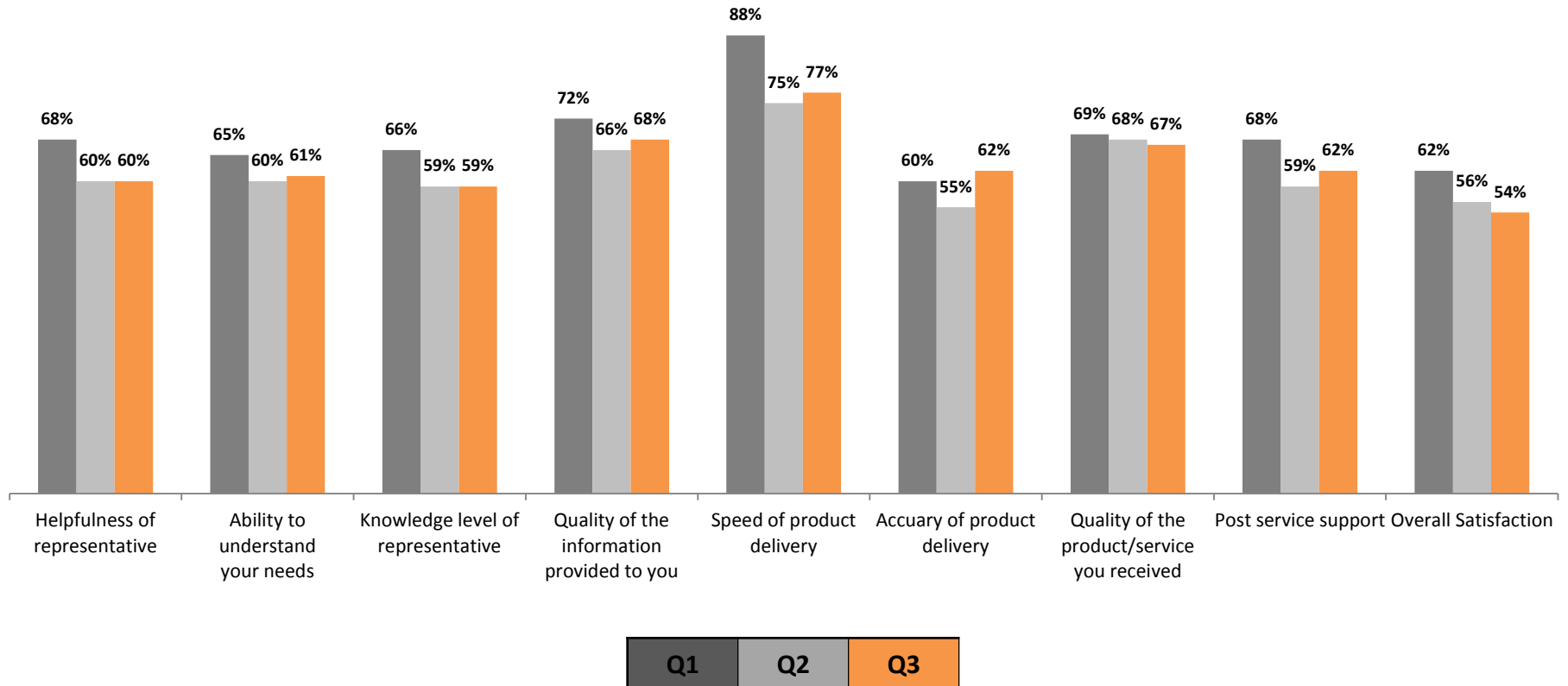


Company ABC Customer Survey

Quarter 3 Results | 2016



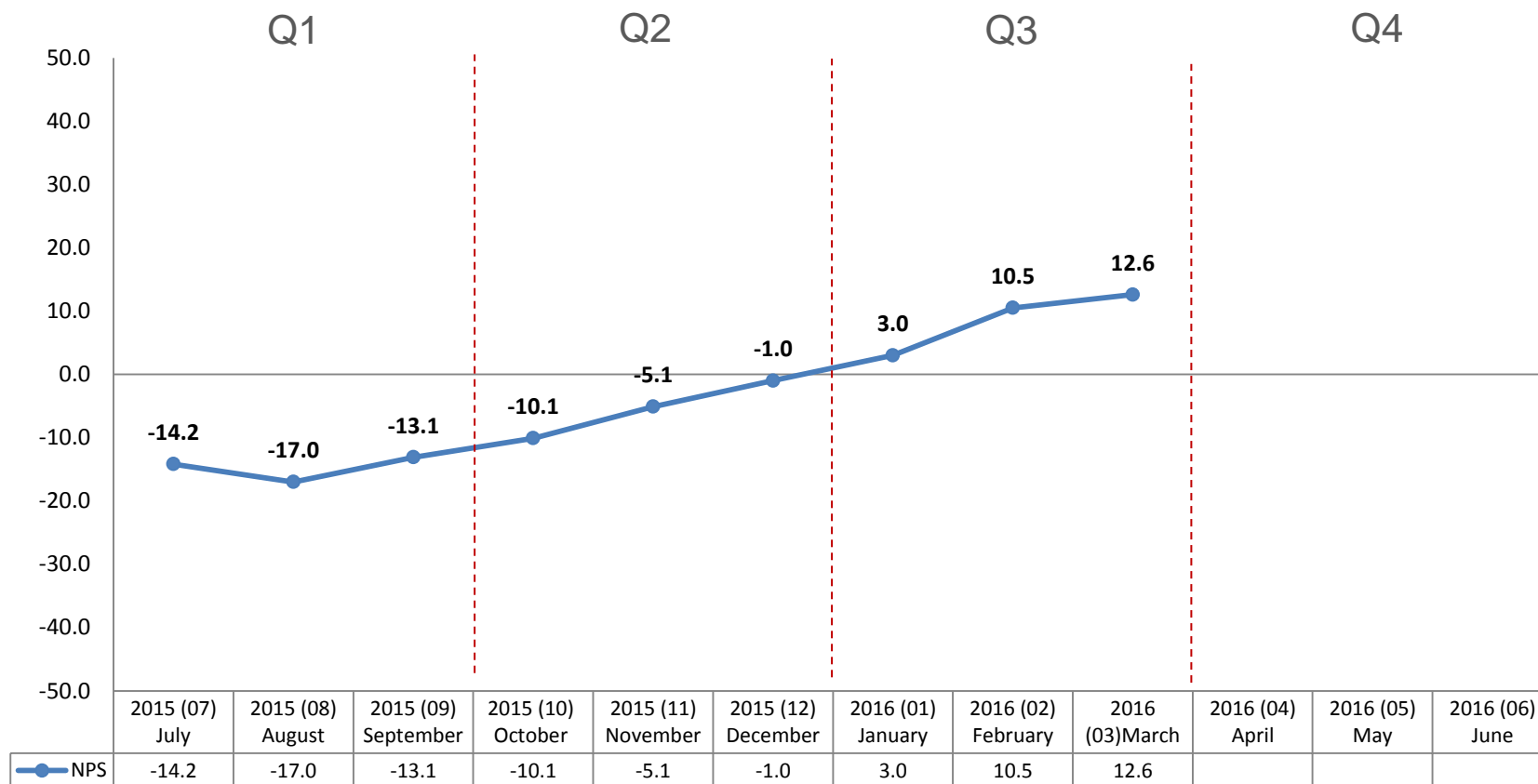
Key theme results



Individual question results

Customer Survey Question	Yearly Comparisons			Quarterly Comparisons							
	138 surveys	140 surveys		37 surveys	42 surveys	28 surveys	n/a				
	FY 2015	FY 2016	% change from FY 2015 to FY 2016	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Change from FY 2015 average to Q1 2016	% change from Q1 to Q2	% change from Q2 to Q3	% change from Q3 to Q4
Question 1	49.1%	49.2%	0.1%	45.6%	54.2%	31.3%	n/a	-3.5%	8.6%	-22.9%	n/a
Question 2	52.3%	45.3%	-7.1%	48.5%	56.6%	37.5%	n/a	-3.8%	8.0%	-19.1%	n/a
Question 3	51.1%	46.2%	-4.9%	44.1%	56.0%	40.6%	n/a	-7.0%	11.8%	-15.3%	n/a
Question 4	62.1%	61.6%	-0.4%	63.2%	63.7%	56.3%	n/a	1.2%	0.5%	-7.4%	n/a
Question 5	49.5%	45.7%	-3.8%	47.1%	51.8%	46.9%	n/a	-2.4%	4.7%	-4.9%	n/a
Question 6	41.2%	37.4%	-3.8%	41.2%	45.2%	21.9%	n/a	0.0%	4.1%	-23.4%	n/a
Question 7	55.9%	61.8%	5.9%	58.8%	58.9%	40.6%	n/a	2.9%	0.1%	-18.3%	n/a
Question 8	53.8%	54.1%	0.3%	55.9%	54.8%	50.0%	n/a	2.1%	-1.1%	-4.8%	n/a
Question 9	53.1%	53.2%	0.2%	54.4%	54.2%	50.0%	n/a	1.4%	-0.2%	-4.2%	n/a
Question 10	47.8%	41.3%	-6.5%	48.5%	50.6%	37.5%	n/a	0.7%	2.1%	-13.1%	n/a

How is our Net Promoter Score (NPS) trending?



Eam ex aeterno expetendis.
Rebum melius vis ad, ei est
placemat consulatu, mea cu
assum inermis sadipscing.
His ad eius dicta qualisque,
duo an veri fugit omnium.

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Could have more staff functions
Eam ex aeterno expetendis. Rebum
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What are our customers saying in Q3 2016?

Eam ex aeterno expetendis. Rebum melius vis
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