

Date: 03/09/10

Past Performance Evaluation[™]

D-U-N-S Number for this company: **62-571-9992**

2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

Overall Performance Rating

95



Indicative of likely overall performance

SIC Level Quintile

Bottom



Top

SIC: 3423/Hand and Edge Tools, Except Machine Tools and

Detailed Performance Ratings

0 25 50 75 100

RELIABILITY:

How reliably do you think this company follows through on its commitments?

97



COST:

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

97



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?

95



QUALITY:

How satisfied do you feel about the quality of the product/service provided by this company?

96



BUSINESS RELATIONS:

How easy do you think this company is to do business with?

97



PERSONNEL:

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

97



CUSTOMER SUPPORT:

How satisfied do you feel about the customer support you received from this company?

96



RESPONSIVENESS:

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

96



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3. BUYERS SURVEYED

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

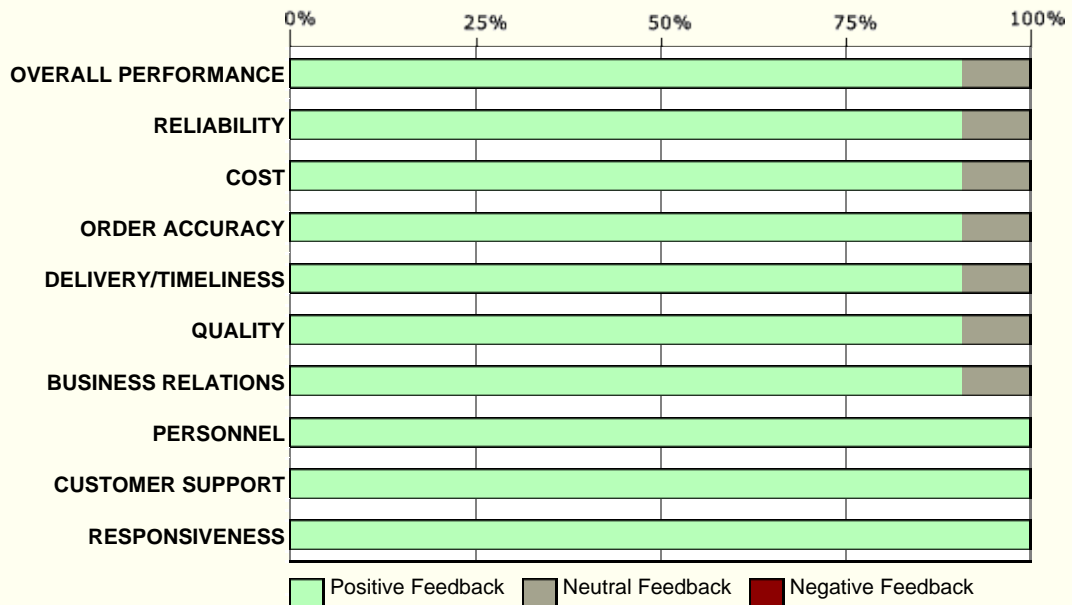
SIC/Line of Business:

- Unknown/not available
- 1752/Floor laying and floor work, nec
- 2499/Wood products, nec
- 5251/Hardware stores
- 5961/Catalog and mail-order houses
- 7389/Business services, nec
- 8743/Public relations services

Number of surveys completed during the past 30 days is 11.

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



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

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