



Dave Lennox Premier Dealer Program

Dealer Level – 2008 Satisfaction Report

Dealer: Hovland's Inc

Date Range : 1/1/2008 to 12/30/2008

Office/Sales Performance Rating	98 %	Which is	Excellent	<p align="center">Performance Indicator</p> <p>● - High Trend (within "0.5" of avg or higher)</p> <p>● - Low Trend (below "0.5" of average)</p>
Technician Performance Rating	99 %	Which is	Excellent	
Product Performance Rating	100 %	Which is	Excellent	
Dealer Performance Rating	99 %	Which is	Excellent	
Overall Performance Rating	99 %	Which is	Excellent	



Installation	Service	Overall Score	Performance Indicator	Lennox Trend	# Poor Responses
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OFFICE / SALES PERFORMANCE						
Office personnel were courteous and responsive to customers needs	4.9	4.6	4.8	●	4.7	0
Sales/Dealer Personnel were knowledgeable and answered all questions	5	4.8	4.9	●	4.8	0
Sales/Dealers Personnel were helpful	5	4.8	5	●	4.8	0
OVERALL OFFICE / SALES PERFORMANCE RATING	99%	94%	98%	●	95%	0

TECHNICIAN PERFORMANCE						
Personnel arrived promptly on the date and time scheduled	5	5	5	●	4.8	0
The Delivery/Service vehicle was clean and professional in appearance	4.9	4.8	4.9	●	4.8	0
Technician presented a neat and professional appearance	4.9	5	4.9	●	4.8	0
Technician thoroughly explained job and answered all	4.9	5	4.9	●	4.7	0

questions						
Technician(s) left home clean and in order	4.9	5	4.9	●	4.8	1
Technician(s) / sales person explained operation of system & provided supporting materials (use & care manuals)	4.9	4.9	4.9	●	4.7	0
OVERALL TECHNICIAN PERFORMANCE RATING	99%	99%	99%	●	95%	1

PRODUCT PERFORMANCE						
Overall value received for the Products/Services you received	5	5	5	●	4.8	0
Overall satisfaction with your product/system?	5	5	5	●	4.8	0
Products Purchased/Serviced are performing as expected	5	5	5	●	4.8	0
OVERALL PRODUCT PERFORMANCE RATING	100%	100%	100%	●	96%	0

DEALER PERFORMANCE						
Offered customized solutions that met customer needs.	9.9	9.8	9.9	●	9.5	0
Likelihood to do business with this dealer again in the future?	9.9	9.8	9.9	●	9.6	0
If asked, likelihood to recommend this Dealer to family and/or friends	19.9	19.7	19.9	●	19.1	0
OVERALL DEALER PERFORMANCE RATING	99%	98%	99%	●	96%	0

OVERALL SATISFACTION RESULTS	99%	98%	99%	●	96%	1
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Number of additional comments provided	37	2	39	Get Comments
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Invitations Submitted			Surveys Completed			My Completion Rate			●	Lennox Avg
Install	Service	Total	Install	Service	Total	Install	Service	Total		Total
101	20	121	67	6	73	66 %	30 %	60 %		24 %