



## Dave Lennox Premier Dealer Program

### Dealer Level – 2010 Satisfaction Report

**Dealer: Hovland's Inc**

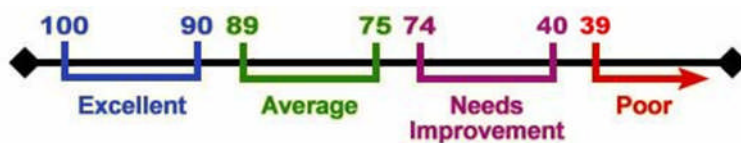
**Date Range : 1/1/2010 to 12/30/2010**

Office/Sales Performance Rating	<b>98%</b>	Which is	<b>Excellent</b>
Technician Performance Rating	<b>99%</b>	Which is	<b>Excellent</b>
Product Performance Rating	<b>99%</b>	Which is	<b>Excellent</b>
Dealer Performance Rating	<b>99%</b>	Which is	<b>Excellent</b>
<b>Overall Performance Rating</b>	<b>99%</b>	<b>Which is</b>	<b>Excellent</b>

**Performance Indicator**

● - High Trend (within "0.5" of avg or higher)

● - Low Trend (below "0.5" of average)



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	5	4.9	●	4.7	0
Sales/Dealer Personnel were knowledgeable and answered all questions	4.9	5	5	●	4.8	0
Sales/Dealers Personnel were helpful	4.9	5	4.9	●	4.8	0
<b>OVERALL OFFICE / SALES PERFORMANCE RATING</b>	<b>98%</b>	<b>100%</b>	<b>98%</b>	●	<b>96%</b>	<b>0</b>

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	5	4.9	●	4.8	0
Technician presented a neat and professional appearance	4.9	5	5	●	4.8	0
Technician thoroughly explained job and answered all questions	4.9	5	5	●	4.8	0

Technician(s) left home clean and in order	4.9	4.9	<b>4.9</b>		4.8	0
Technician(s) / sales person explained operation of system & provided supporting materials (use & care manuals)	4.9	4.9	<b>4.9</b>		4.7	0
<b>OVERALL TECHNICIAN PERFORMANCE RATING</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>		<b>96%</b>	<b>0</b>

<b>PRODUCT PERFORMANCE</b>						
Overall value received for the Products/Services you received	4.9	5	<b>4.9</b>		4.8	1
Overall satisfaction with your product/system?	5	5	<b>5</b>		4.8	0
Products Purchased/Serviced are performing as expected	4.9	5	<b>4.9</b>		4.9	1
<b>OVERALL PRODUCT PERFORMANCE RATING</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>		<b>97%</b>	<b>2</b>

<b>DEALER PERFORMANCE</b>						
Offered customized solutions that met customer needs.	9.8	10	<b>9.8</b>		9.5	0
Likeliness to do business with this dealer again in the future?	9.9	9.7	<b>9.8</b>		9.6	0
If asked, likeliness to recommend this Dealer to family and/or friends	19.8	19.8	<b>19.8</b>		19.2	0
<b>OVERALL DEALER PERFORMANCE RATING</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>		<b>96%</b>	<b>0</b>

<b>OVERALL SATISFACTION RESULTS</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>		<b>96%</b>	<b>2</b>
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Number of additional comments provided	15	2	17	<a href="#">Get Comments</a>
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Invitations Submitted			Surveys Completed			My Completion Rate				Lennox Avg
Install	Service	Total	Install	Service	Total	Install	Service	Total		Total
92	31	123	43	9	52	47 %	29 %	42 %	25 %	