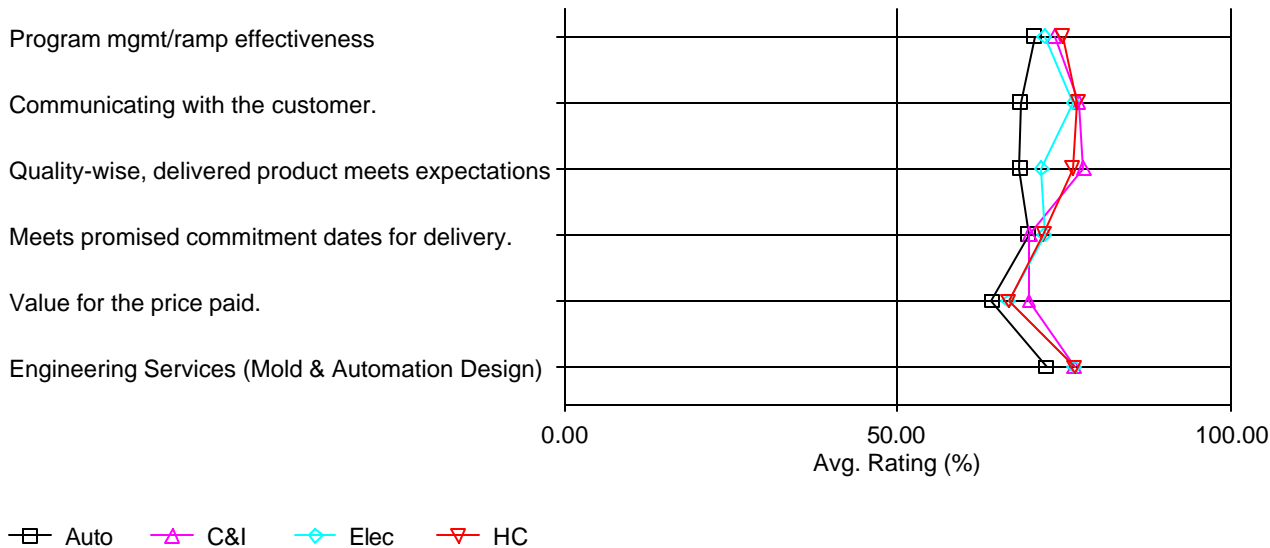


MARKET SEGMENT CORRELATIONS

OVERALL SATISFACTION

	'05				
	Overall	Market Segment			
		Health Care	Elec/teleCOM/cons. elec/info tech	Automotive	Cons./ind.
	217	40.6%, 88	24.0%, 52	19.8%, 43	15.7%, 34
Sat05 Avg. Rating (%) Program mgmt/ramp effectiveness	73.10	74.72	72.06	70.51	73.48
Communicating with the customer.	75.23	76.99	76.44	68.45	77.21
Quality-wise, delivered product meets expectations	73.83	76.16	71.63	68.29	77.94
Meets promised commitment dates for delivery.	71.14	71.88	72.00	69.64	69.85
Value for the price paid.	66.63	66.57	66.67	64.10	69.70
Engineering Services (Mold & Automation Design)	75.74	76.49	76.47	72.30	76.56
<b>COMPOSITE</b>	72.57	73.63	72.42	69.23	74.17

VISUAL PRESENTATION USING AVERAGES - 2005



**XYZ'S CUSTOMER SATISFACTION  
MEASUREMENT PROGRAM**

Strictly Confidential

DECEMBER 2005

**TOP 3 SERVICES/TECHNOLOGIES TO BE UTILIZED IN NEXT 12-18 MONTHS**

	Market Segment											
	Health Care		Elec/teleCOM/cons. elec/info tech		Automotive		Cons./ind.		Totals			
'05 Overall	217	40.6%	88	24.0%	52	19.8%	43	15.7%	34	100.0%	217	
Top 3 services/technologies												
Insert molding	10.9%	47	38.3%	18	19.1%	9	34.0%	16	8.5%	4	100.0%	47
Product design	10.9%	47	53.2%	25	17.0%	8	10.6%	5	19.1%	9	100.0%	47
Painting	9.8%	42	9.5%	4	59.5%	25	19.0%	8	11.9%	5	100.0%	42
Two shot molding	9.5%	41	53.7%	22	26.8%	11	4.9%	2	14.6%	6	100.0%	41
Electronic assembly & test	9.1%	39	46.2%	18	20.5%	8	17.9%	7	15.4%	6	100.0%	39
In-mold assembly	7.0%	30	43.3%	13	23.3%	7	26.7%	8	6.7%	2	100.0%	30
Cavity pressure technology	5.3%	23	52.2%	12	30.4%	7	13.0%	3	4.3%	1	100.0%	23
Injection blow molding	5.1%	22	54.5%	12	4.5%	1	31.8%	7	9.1%	2	100.0%	22
None	4.9%	21	42.9%	9	14.3%	3	23.8%	5	19.0%	4	100.0%	21
In-mold decorating	4.2%	18	16.7%	3	66.7%	12	0.0%	0	16.7%	3	100.0%	18
In-mold labeling	4.2%	18	27.8%	5	22.2%	4	11.1%	2	38.9%	7	100.0%	18
Laser Etching	3.5%	15	53.3%	8	6.7%	1	40.0%	6	0.0%	0	100.0%	15
Liquid injection molding (silicone)	3.3%	14	64.3%	9	7.1%	1	21.4%	3	7.1%	1	100.0%	14
Product filling	3.0%	13	38.5%	5	7.7%	1	0.0%	0	53.8%	7	100.0%	13
Metallization	1.9%	8	12.5%	1	62.5%	5	25.0%	2	0.0%	0	100.0%	8
Electroplating	1.9%	8	0.0%	0	25.0%	2	50.0%	4	25.0%	2	100.0%	8
MuCell molding	1.2%	5	0.0%	0	80.0%	4	20.0%	1	0.0%	0	100.0%	5
Heat transfer	1.2%	5	40.0%	2	20.0%	1	0.0%	0	40.0%	2	100.0%	5
Fabric in mold	0.7%	3	66.7%	2	0.0%	0	33.3%	1	0.0%	0	100.0%	3
Cube molds	0.7%	3	0.0%	0	33.3%	1	33.3%	1	33.3%	1	100.0%	3
Dessicant molding	0.7%	3	100.0%	3	0.0%	0	0.0%	0	0.0%	0	100.0%	3
In-mold painting	0.5%	2	0.0%	0	100.0%	2	0.0%	0	0.0%	0	100.0%	2
Ceramic injection molding	0.5%	2	0.0%	0	50.0%	1	50.0%	1	0.0%	0	100.0%	2
Pre-compression molding	0.2%	1	100.0%	1	0.0%	0	0.0%	0	0.0%	0	100.0%	1



*PLANT INSIGHTS*

**SATISFACTION WITH PLANT FOR ALL PLANTS**

	'05								
	Overall 217	Most Familiarity - XYZ Plant							
		Atlanta 11	Burlington 10	Chicago 13	Clinton 42	DJ Louisville 13	Monterrey 10	Oregon 13	Other 103
Overall Plant Avg. Rating (%)									
Tech questions answer/resolved	78.08	70.00	70.00	76.92	84.15	77.08	82.50	84.62	76.23
Customer Service willingness to help	81.43	80.00	72.50	84.62	82.93	80.77	90.00	80.77	80.75
Customer Service follow-up skills	75.71	70.00	65.00	75.00	79.27	75.00	87.50	80.77	74.25
Order processing	77.67	70.00	72.50	77.08	79.38	81.25	85.00	80.77	76.77
Ease of doing biz vs. other inj molder	73.92	62.50	57.50	72.92	76.88	78.85	82.50	80.77	73.27
<b>COMPOSITE</b>	77.04	70.50	67.50	77.56	80.55	78.75	85.50	81.54	75.53

**SATISFACTION RATINGS FOR ALL 2005 CUSTOMERS  
VS. TOP 10 CUSTOMERS  
VS. NON TOP 10 CUSTOMERS**

Sat05

Program mgmt/ramp effectiveness

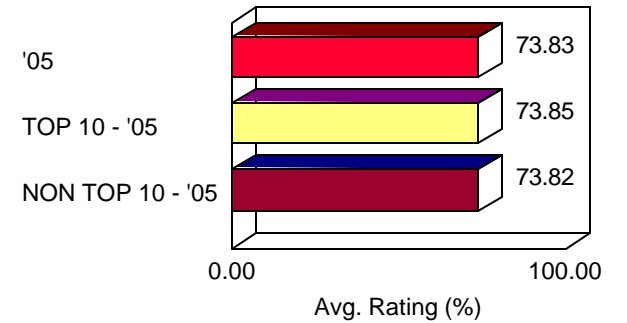
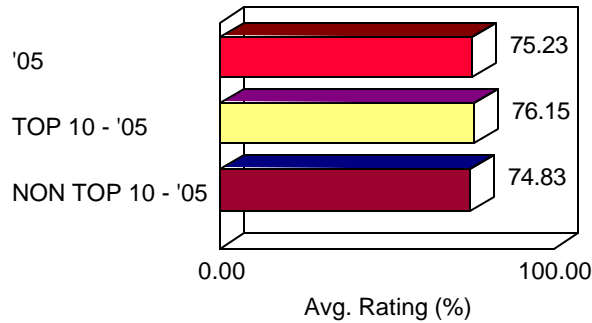
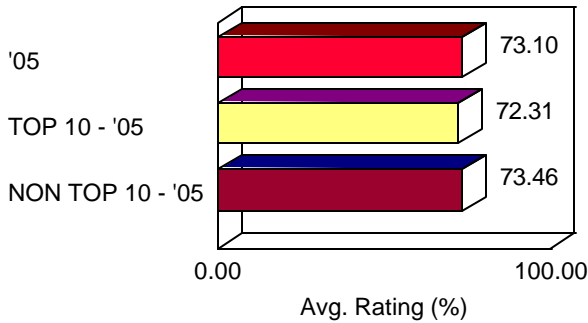
Communicating with the customer.

Quality-wise, delivered product meets expectations

All, Top 10, Non Top 10

All, Top 10, Non Top 10

All, Top 10, Non Top 10



Sat05

Meets promised commitment dates for delivery.

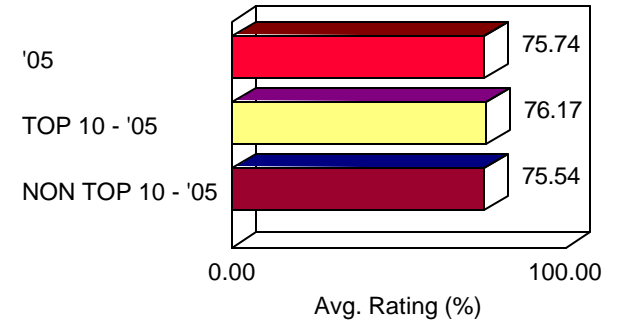
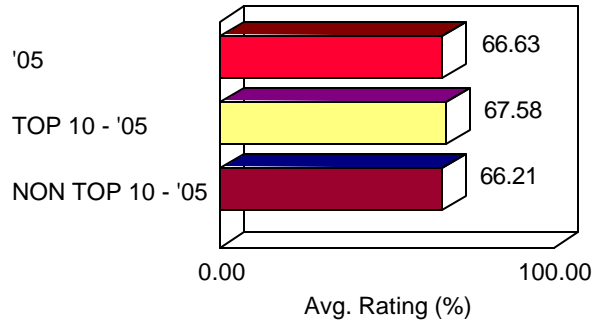
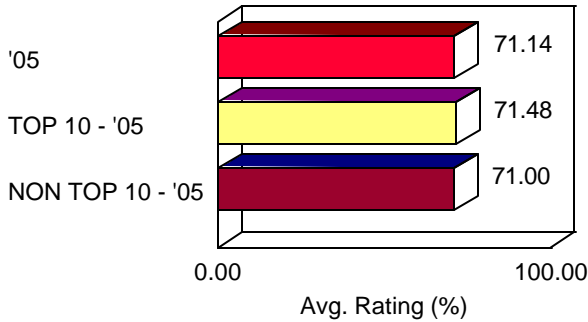
Value for the price paid.

Engineering Services (Mold & Automation Design)

All, Top 10, Non Top 10

All, Top 10, Non Top 10

All, Top 10, Non Top 10

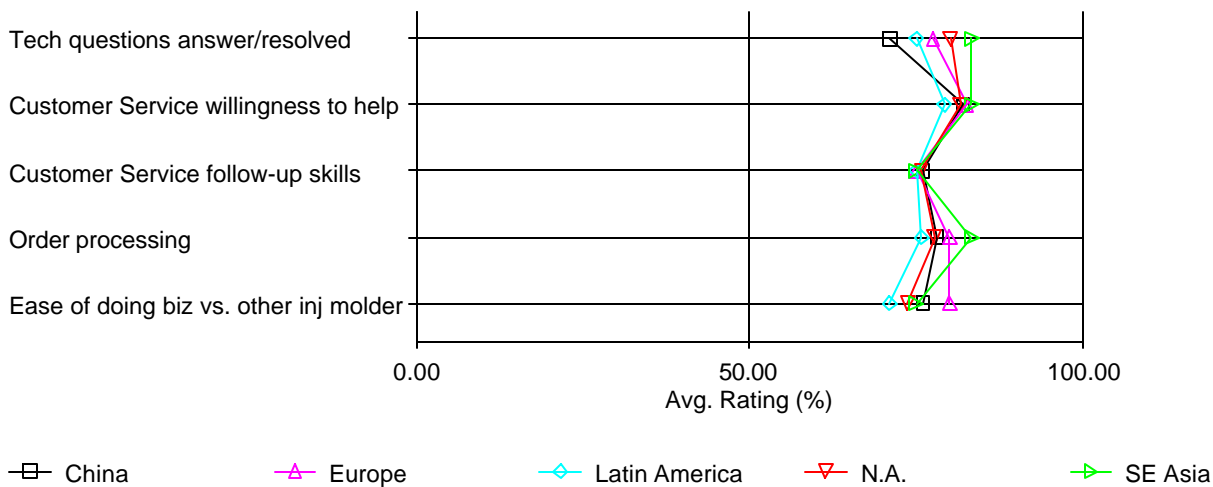


REGIONAL BREAKDOWN

SATISFACTION WITH PLANT

	'05 217	China 25	Europe 10	Latin American 33	North American 142	SE Asia 3	None 2
Overall Plant Avg. Rating (%)							
Tech questions answer/resolved	78.08	71.00	77.50	75.00	80.07	83.33	75.00
Customer Service willingness to help	81.43	82.00	82.50	79.17	81.61	83.33	87.50
Customer Service follow-up skills	75.71	76.00	75.00	75.00	75.71	75.00	87.50
Order processing	77.67	78.13	80.00	75.83	77.74	83.33	75.00
Ease of doing biz vs. other inj molder	73.92	76.00	80.00	70.97	73.73	75.00	75.00
<b>COMPOSITE</b>	77.04	76.30	79.00	73.11	77.85	80.00	80.00

VISUAL PRESENTATION



**CORE COMPETENCIES IMPORTANCE (BEST SUPPLIERS)**

	'05	China	Europe	Latin American	North American	SE Asia	None
	217	25	10	33	142	3	2
Competency--Importance Replies							
Market Enhanced Design Solutions	194	22	10	24	133	3	2
Rapid Precision Tooling	192	22	10	25	130	3	2
Superior Supply Chain Mgmt	195	22	10	26	132	3	2
Market Leading Mfg Solutions	195	22	10	27	131	3	2
Global Reliability, Repeatability & Consistency	196	22	10	26	133	3	2
<b>COMPOSITE</b>	200	22	10	27	136	3	2
Competency--Importance Avg. Rating (%)							
Market Enhanced Design Solutions	69.48	72.73	66.00	70.83	68.87	73.33	70.00
Rapid Precision Tooling	78.75	80.00	80.00	80.80	77.69	93.33	80.00
Superior Supply Chain Mgmt	75.49	80.00	82.00	79.23	73.64	80.00	60.00
Market Leading Mfg Solutions	76.10	77.27	80.00	74.07	76.03	80.00	70.00
Global Reliability, Repeatability & Consistency	84.69	83.64	86.00	84.62	84.51	93.33	90.00
<b>COMPOSITE</b>	76.96	78.73	78.80	78.86	76.05	84.00	74.00

**CORE COMPETENCIES XYZ'S PERFORMANCE**

	'05	China	Europe	Latin American	North American	SE Asia	None
	217	25	10	33	142	3	2
Competency-XYZ's Performance Replies							
Market Enhanced Design Solutions	190	21	10	25	129	3	2
Rapid Precision Tooling	187	21	10	25	126	3	2
Superior Supply Chain Mgmt	193	21	10	27	130	3	2
Market Leading Mfg Solutions	195	21	10	28	131	3	2
Global Reliability, Repeatability & Consistency	195	21	10	27	132	3	2
<b>COMPOSITE</b>	198	21	10	28	134	3	2
Competency-XYZ's Performance Avg. Rating (%)							
Market Enhanced Design Solutions	64.74	63.81	66.00	64.00	64.81	73.33	60.00
Rapid Precision Tooling	66.42	61.90	60.00	66.40	67.78	60.00	70.00
Superior Supply Chain Mgmt	63.83	69.52	68.00	65.19	62.15	66.67	70.00
Market Leading Mfg Solutions	66.77	68.57	64.00	62.86	67.48	66.67	70.00
Global Reliability, Repeatability & Consistency	65.64	65.71	66.00	66.67	65.45	60.00	70.00
<b>COMPOSITE</b>	65.21	65.90	64.80	64.90	65.14	65.33	68.00

