

Tillotson Non-Foam Performance Line

No	Criteria	Unit	2010
1	Overall customer satisfaction - Contractors	(1-10)	9.1
2	Oldest job surveyed	Years	14
3	Average age of jobs surveyed	Years	5
4	Age sum of all projects that never leaked	Years	246
5	Age sum of all projects that do not leak	Years	306
6	Percent of customers that would purchase again	%	100%
7	Percent of jobs that do not leak	%	100%
8	Percent of jobs completed on time	%	100%
9	Percent of satisfied customers	%	100%
10	Total job area (of job surveyed)	%	1,527,655
11	Total number of jobs surveyed	%	58
12	Total number of different customers surveyed	%	46