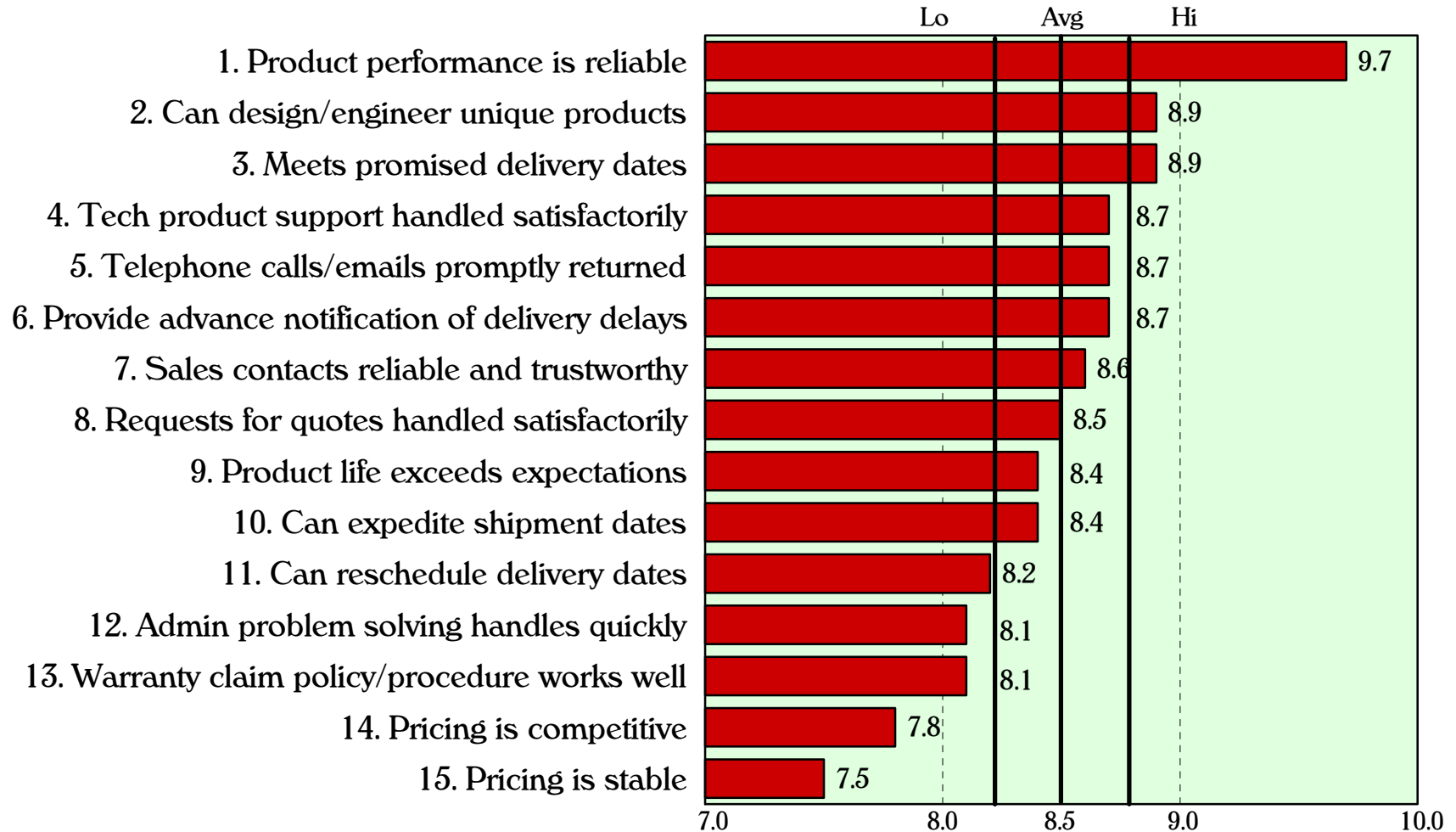


Exhibit 1
CUSTOMER SATISFACTION FACTOR IMPORTANCE*

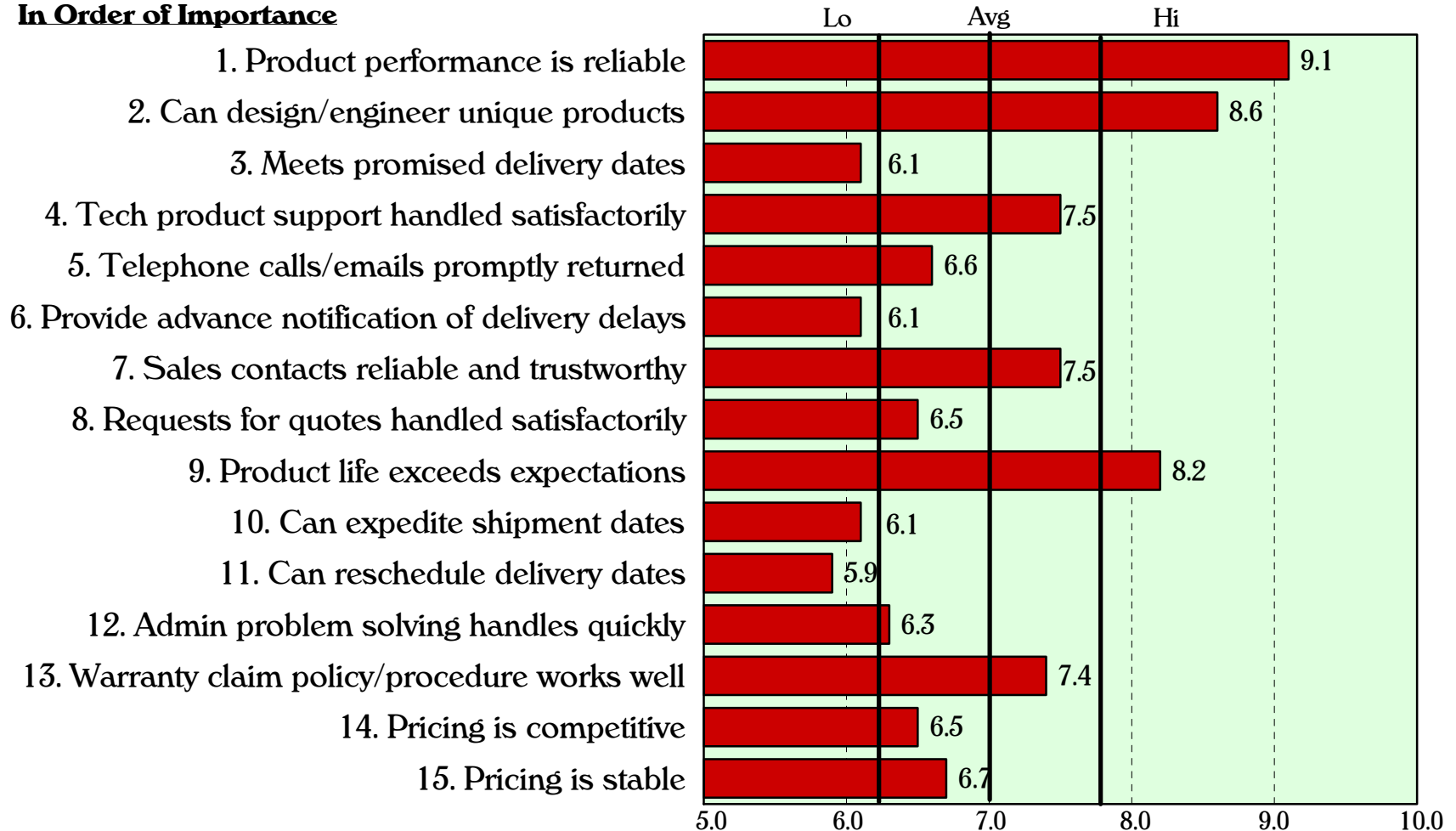


*Mean scores on a 10 scale, 10 is most important, 1 is least important.

Base = 237

Exhibit 2
HOW WELL LPI MEETS REQUIREMENTS*

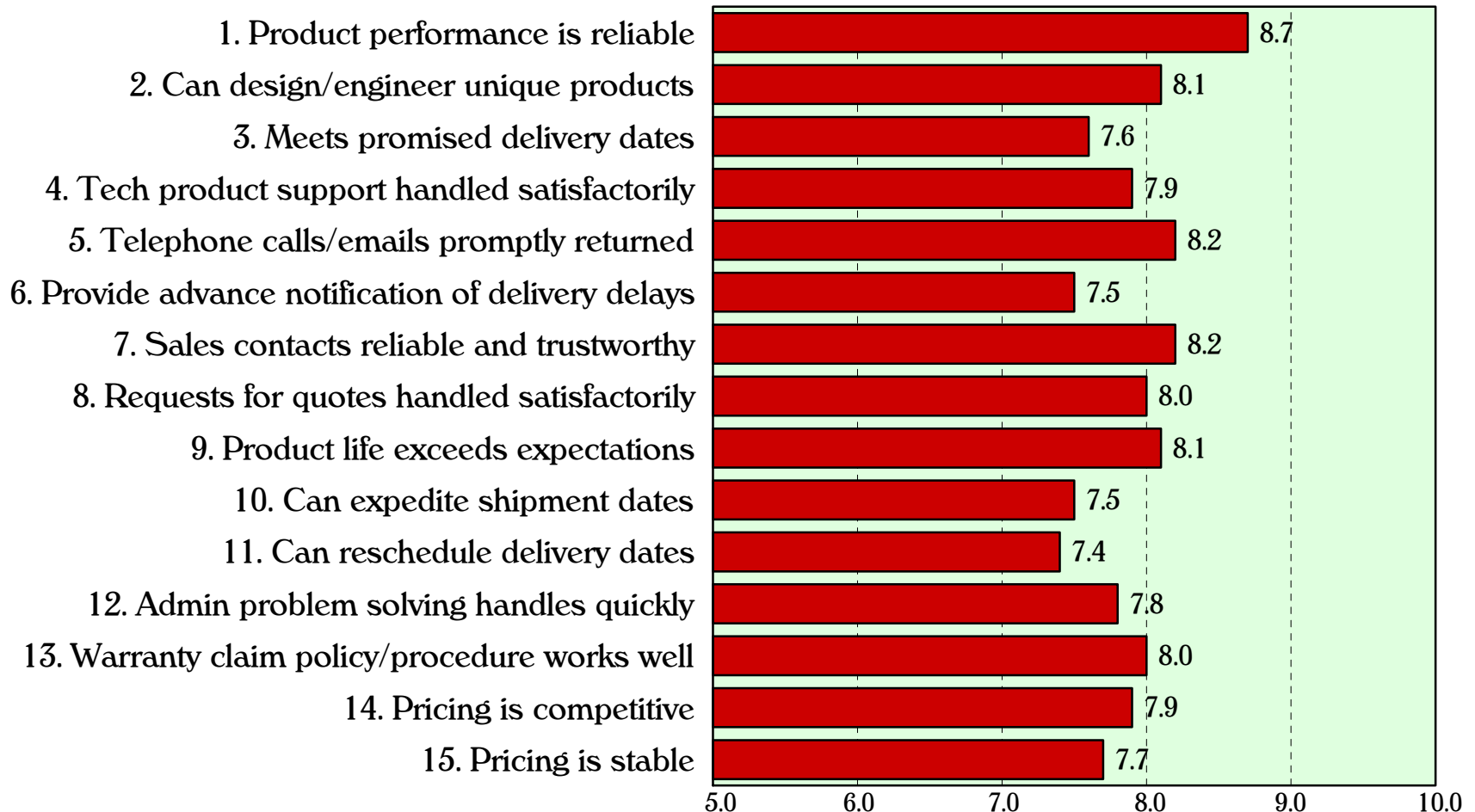
In Order of Importance



*Mean scores on a 10 scale, 10 is meets requirements in an excellent manner, 1 is does not meet requirements at all.

Exhibit 3
HOW WELL YOUR BEST SUPPLIER MEETS REQUIREMENTS*

In Order of Importance



*Mean scores on a 10 scale, 10 is meets requirements in an excellent manner, 1 is does not meet requirements at all.

Base = 237

EXPERIENCE/EXPECTATION INDEX (E/EI™)

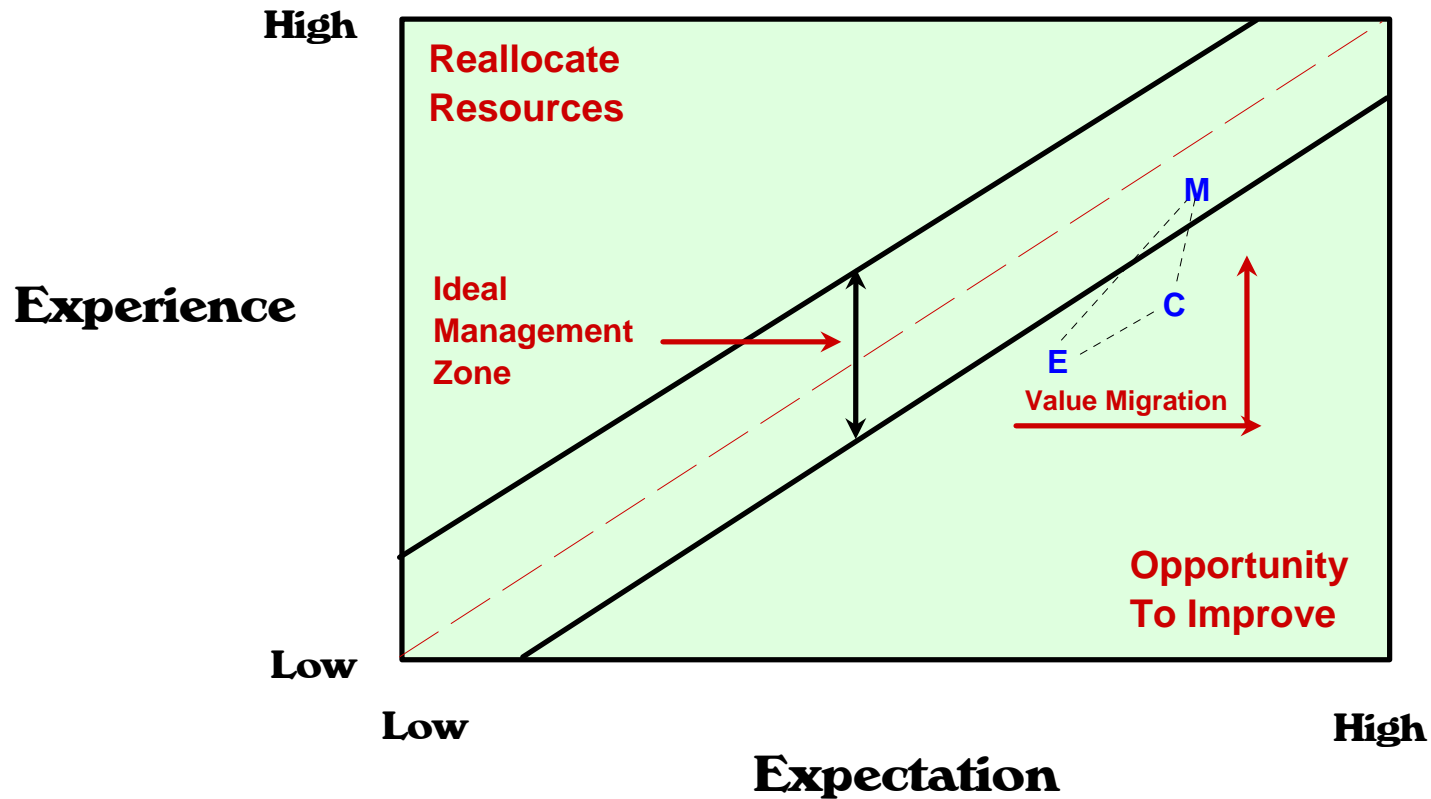


Exhibit 4
EXPERIENCE/EXPECTATION INDEX (E/EI TM)

Customer Satisfaction Factors (Abbreviated) (In order of Importance)	Experience	Expectation	E/EI TM
1. Product performance is reliable	9.1	9.7	94
2. Can design/engineer unique products	8.6	8.9	97 *
3. Meets promised delivery dates	6.1	8.9	69
4. Tech product support handled satisfactorily	7.5	8.7	86
5. Telephone calls/emails promptly returned	6.6	8.7	76
6. Provide advance notification of delivery delays	6.1	8.7	70
7. Sales contacts reliable and trustworthy	7.5	8.6	87
8. Requests for quotes handled satisfactorily	6.5	8.5	76
9. Product life exceeds expectations	8.2	8.4	98 *
10. Can expedite shipment dates	6.1	8.4	73
11. Can reschedule delivery dates	5.9	8.2	72
12. Admin problem solving handles quickly	6.3	8.1	78
13. Warranty claim policy/procedure works well	7.4	8.1	91
14. Pricing is competitive	6.5	7.8	83
15. Pricing is stable	6.7	7.5	89

* In Ideal Management Zone.

Base = 237

Exhibit 5
LPI EXPERIENCE/EXPECTATION INDEX (E/EI™)

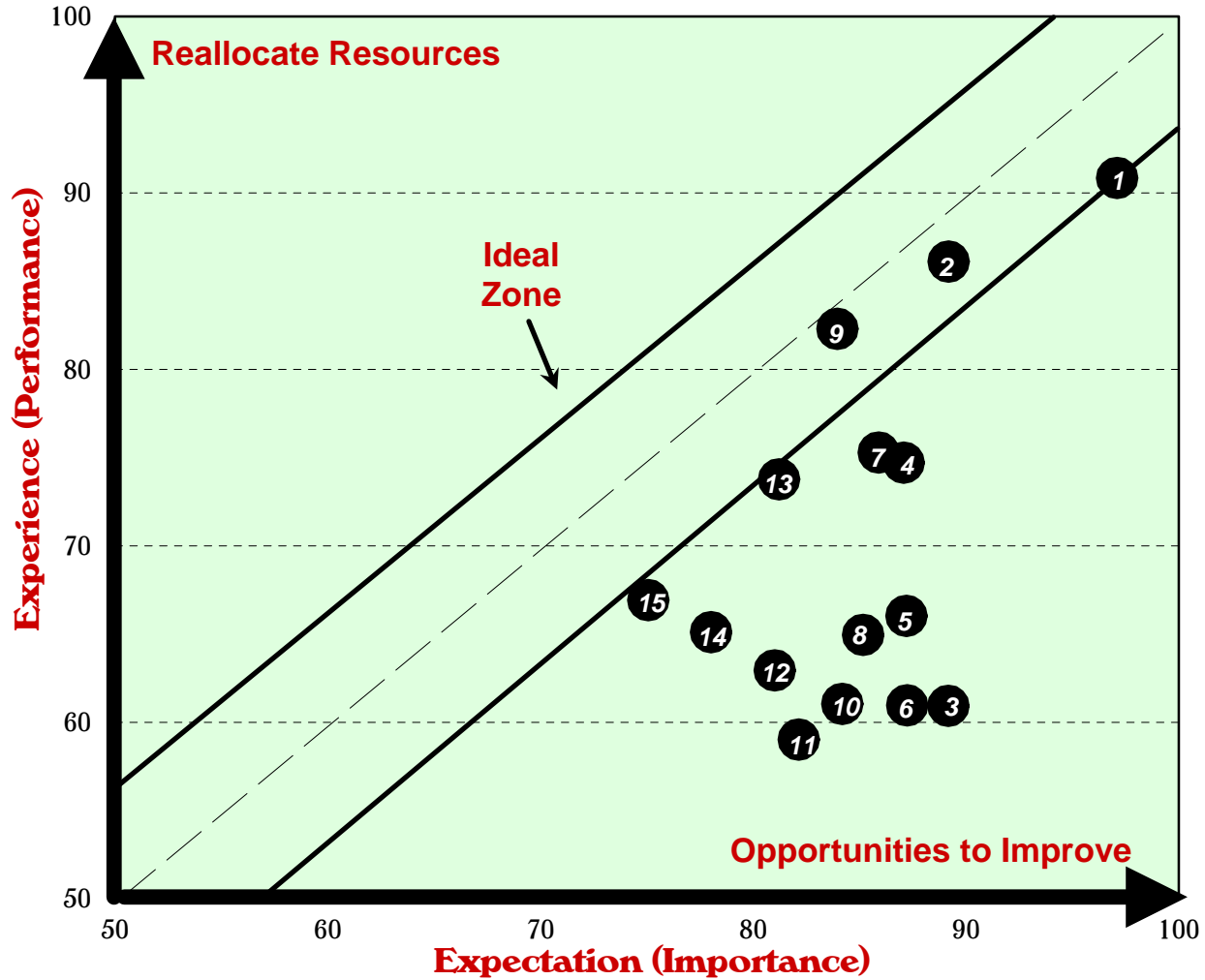


Exhibit 6
LPI VERSUS BENCHMARK BEST SUPPLIER
EXPERIENCE/EXPECTATION INDEX (E/EI™)

