CalPro Research

Sample Report

Client Ratings Dashboard: June-2010
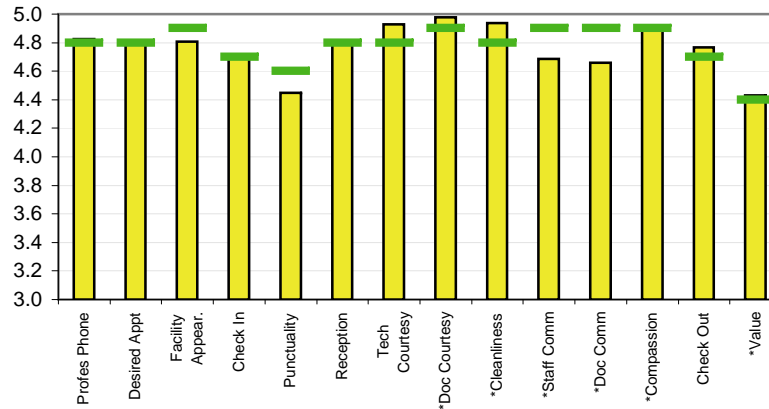
Survey Category Summary - Current Quarter

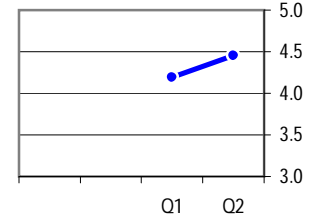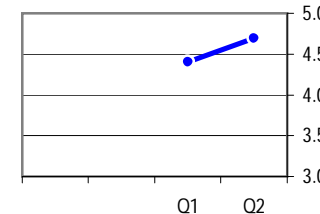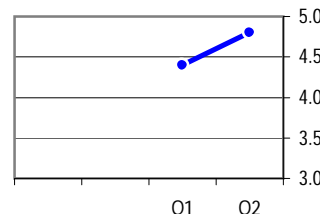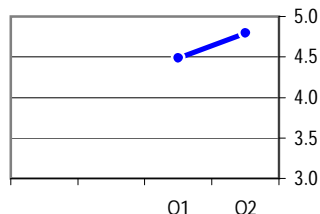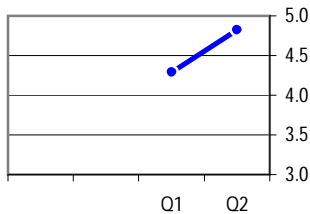|	Rating	Goal
Profes Phone	4.8	4.8
Desired Appt	4.8	4.8
Facility Appear.	4.8	4.9
Check In	4.7	4.7
Punctuality	4.5	4.6
Reception	4.8	4.8
Tech Courtesy	4.9	4.8
*Doc Courtesy	5.0	4.9
*Cleanliness	4.9	4.8
*Staff Comm	4.7	4.9
*Doc Comm	4.7	4.9
*Compassion	4.9	4.9
Check Out	4.8	4.7
*Value	4.4	4.4

The graph to the left shows your current month ratings relative to the goals we have established. The goals were set based on a correlation analysis of top rated specialty clinics based on their NPS scores. The graphs below show 12 month trends. The charts show the Y-axis scale from 3 to 5. Ratings below 3 indicate significant customer dissatisfaction which can be further investigated upon request. (An * indicates a high correlation item.)

Please contact us at 916-435-9196 or via email at info@calproresearch.com if you have any questions or need assistance.

Survey Category 12 Month Trends

Profes Phone	Desired Appt	Facility Appear.	Check In	Punctuality

Reception	Tech Courtesy	*Doc Courtesy	*Cleanliness	*Staff Comm

5.0 / 4.5 / 4.0 / 3.5 / 3.0   Q1 Q2

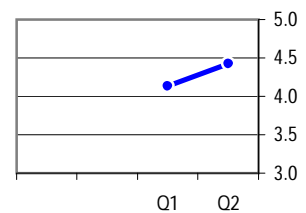### Comparison to Top Clinic Composite Profile (Goal) Based on Correlation Analysis
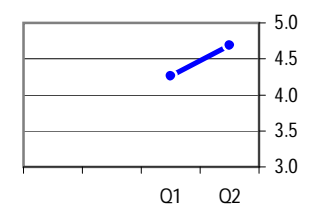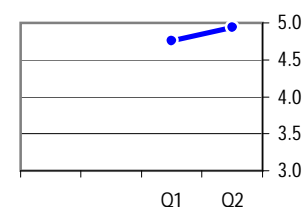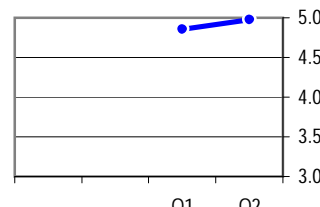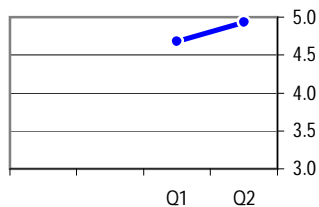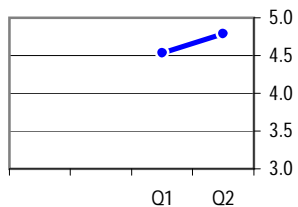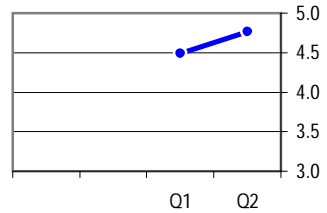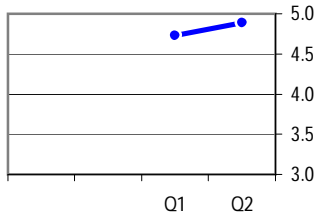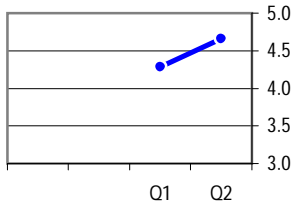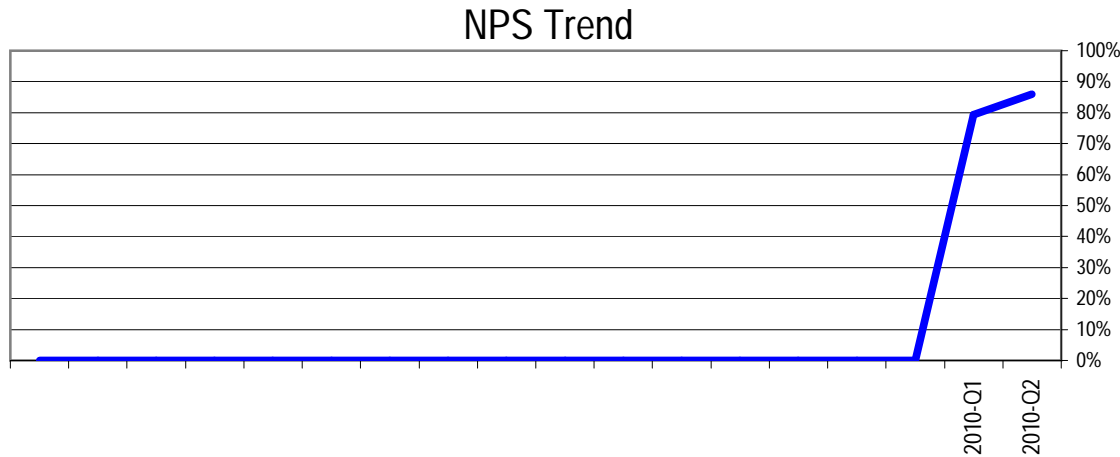
	Profes Phone	Desired Appt	Facility Appear.	Check In	Punctuality	Reception	Tech Courtesy	*Doc Courtesy	*Cleanliness	*Staff Comm	*Doc Comm	*Compassion	Check Out	**Value
Goal	4.8	4.8	4.9	4.7	4.6	4.8	4.8	4.9	4.8	4.9	4.9	4.9	4.7	4.4
Correlation	45%	44%	43%	40%	42%	36%	47%	59%	53%	57%	64%	63%	42%	60%
Current Qtr	4.8	4.8	4.8	4.7	4.5	4.8	4.9	5.0	4.9	4.7	4.7	4.9	4.8	4.4
Prior Qtr	4.3	4.5	4.4	4.4	4.2	4.5	4.7	4.9	4.8	4.3	4.3	4.7	4.5	4.1

Distance to Goal

Current Qtr	OK	OK	OK	OK	0.1	OK	OK	OK	OK	0.2	0.2	OK	OK	OK
Prior Qtr	0.5	0.3	0.5	0.3	0.4	0.3	0.1	OK	OK	0.6	0.6	0.2	0.2	0.3

Notes:

1. Items highlighted in yellow are the highest correlation to improving your Net Promoter Score.

2. Mathmatical errors less than .1 are due to rounding.

Please call us at 916-435-9196 x111 if you have any questions on these reports.
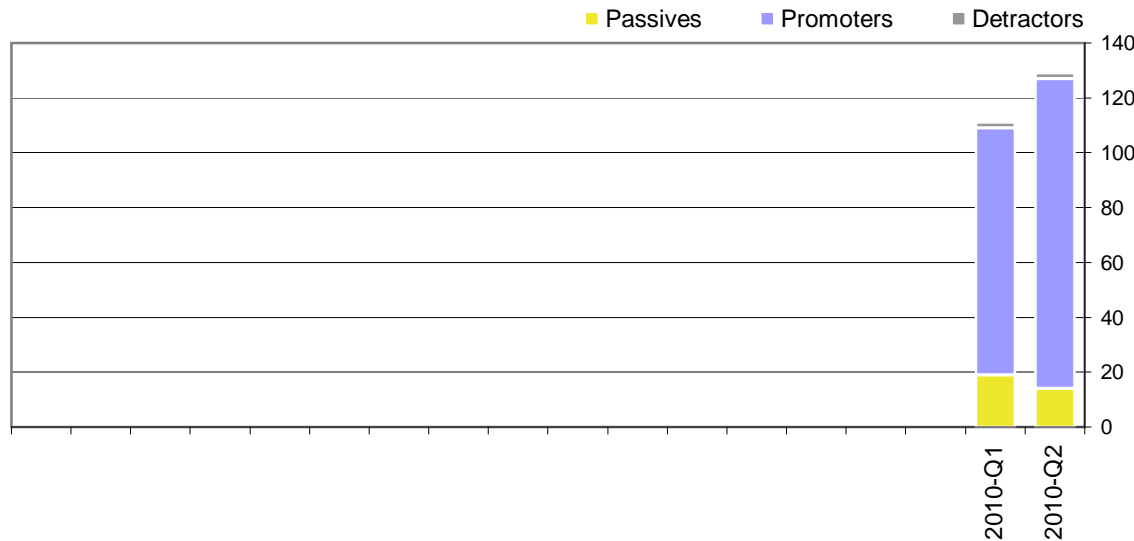
CalPro Research

Sample Report

Client Ratings Dashboard: **June-2010**

CalPro Research
CUSTOMER FEEDBACK SPECIALISTS

NPS Trend

Your **Net Promoter Score (NPS)** is a predictive measurement of repeat and referral business. Take this measurement very seriously and strategically decide with your team ways of continuously improving your NPS score. We have a video on the financial implications of your NPS score. Be sure to watch this video at www.calproresearch.com.

Please contact us 916-435-9196 or via email at info@calproresearch.com if you have any questions or need assistance.

Response Counts

■ Passives   ■ Promoters   ■ Detractors

Total Responses To Date	240