

C.A. Lindman's Past Performance Information Overall Summary of Customer Responses

C.A. Lindman has partnered with the PBSRG at Arizona State University to collect past performance information and develop performance metrics. The information below provides a summary of the research results that has been conducted by the PBSRG. Please contact the PBSRG for additional information about this research program.

No	Criteria	Unit	Overall
1	Overall customer satisfaction	(1-10)	9.5
2	Percent of satisfied customers	%	100%
3	Percent of decks that do not leak	%	100%
4	Percent of jobs completed on time	%	86%
5	Oldest deck surveyed	Years	6
6	Average age of decks surveyed	Years	2
7	Total deck area (of decks surveyed)	SF	280,235
8	Total number of decks surveyed	#	15
8	Overall customer satisfaction	#	15

* This survey information was last updated on 6/16/2008