

# Past Performance Evaluation

## 1. COMPANY OVERVIEW

Primary Name: INNOVATIVE CONTROLS GROUP LLC

Alternate Name: INNOVATIVE CONTROLS

**D-U-N-S**®: 13-045-8479 **Address:** 11 Smoke Rise Ln

Annandale, NJ 088013392

Telephone

Number: +1 (908) 735-5200

**Past Performance Evaluation** 

Report Date : 04-16-2014 Order Number 1884690

**Company Information** 

Year Started:2002Year of Current Control:2002Annual Sales:\$ 500,000

Total Employees: 3

SIC/Line of Business: 8742/Management consulting

services

### 2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

**Overall Performance Rating** 

94



Bottom SIC: SIC/Quintile

8742/Management consulting services

Тор

Overall, how satisfied do you feel about the performance of this company during

this transaction?

Detailed Performance Ratings		0	25	50	75	100
RELIABILITY:		1	ı	ı	ı	'
How reliably do you think this company follows through on its commitments?	96					
COST:						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	94					
ORDER ACCURACY:						
How well do you think the product/service delivered matched your order specifications and quantity?	96					
DELIVERY/TIMELINESS:						
How satisfied do you feel about the timeliness of the product/service delivery?	94					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	95					
BUSINESS RELATIONS:						
How easy do you think this company is to do business with?	96					
PERSONNEL:						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	96					
CUSTOMER SUPPORT:						
How satisfied do you feel about the customer support you received from this company?	96					
RESPONSIVENESS:						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	95					



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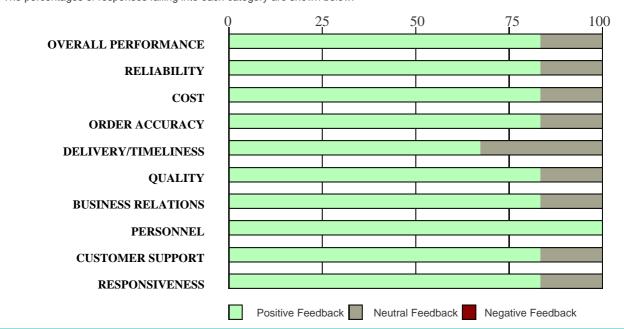
Business Name: INNOVATIVE CONTROLS GROUP LLC

**D-U-N-S**® : 13-045-8479 **Report Date** : 04-16-2014

#### 3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed.

The percentages of responses falling into each category are shown below.



## 4. CUSTOMER REFERENCES SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

#### SIC/Line of Business:

8711/Consulting engineer 9111/Executive offices, Local government

9999/Duns Support Record, nonclassifiable establishment 9451/Administration of veterans' affairs, Federal government

Total number of surveys completed : 6.

Note: The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

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