

## Past Performance Evaluation

### 1. COMPANY OVERVIEW

<b>Primary Name :</b> OPERATIONS & TECHNOLOGY INCORPORATED <b>Alternate Name :</b> (none) <b>D-U-N-S® :</b> 60-915-3478 <b>Address :</b> 4421 Forbes Blvd, Ste M Lanham, MD 20706 <b>Telephone Number :</b> +1 (301) 802-2451		<b>Past Performance Evaluation</b> <b>Report Date :</b> 04-29-2016 <b>Order Number :</b> 2892712	
		<b>Company Information</b> <b>Year Started:</b> 2005 <b>Year of Current Control:</b> 2005 <b>Annual Sales:</b> <b>Total Employees:</b> 10 <b>SIC/Line of Business:</b> 7336/Commercial art and graphic design	

### 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.

<b>Overall Performance Rating</b>	<b>94</b>		<b>Bottom</b>	<b>SIC/Quintile</b> 	<b>Top</b>
Overall, how satisfied do you feel about the performance of this company during this transaction?			<b>SIC:</b>	7336/Commercial art and graphic design	

#### Detailed Performance Ratings

		0	25	50	75	100
<b>RELIABILITY:</b>						
How reliably do you think this company follows through on its commitments?	97					
<b>COST:</b>						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	96					
<b>ORDER ACCURACY:</b>						
How well do you think the product/service delivered matched your order specifications and quantity?	94					
<b>DELIVERY/TIMELINESS:</b>						
How satisfied do you feel about the timeliness of the product/service delivery?	94					
<b>QUALITY:</b>						
How satisfied do you feel about the quality of the product/service provided by this company?	96					
<b>BUSINESS RELATIONS:</b>						
How easy do you think this company is to do business with?	97					
<b>PERSONNEL:</b>						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	98					
<b>CUSTOMER SUPPORT:</b>						
How satisfied do you feel about the customer support you received from this company?	97					
<b>RESPONSIVENESS:</b>						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	97					

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 D-U-N-S® : 60-915-3478  
 Report Date : 04-29-2016

### 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:**

6531/Appraiser, real estate	9611/Energy development and conservation agency, government
8742/Management consulting services	9199/General government, Federal government
7374/Data processing and preparation	9711/National security, Federal government
9611/Administration of general economic programs, Federal government	

Total number of surveys completed : 33.

**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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