

<p style="text-align: center;"><b>CONFIGURABLE SERVICE SELF-ASSESSMENT</b></p> <p style="text-align: center;"><i>Please rate your company in each of the following areas:</i></p>	<p style="text-align: center;"><b>Ratings</b></p> <p>4 = Excellent 3 = Good 2 = "Just Okay" 1 = Poor 0 = Unsatisfactory N/A = Not Applicable</p>
Sales and/or dealers efficiently and confidently create quotations for our configurable services.	
After expectations have been set for our configurable services by sales and/or dealers, we have no trouble meeting customer expectations.	
Sales and/or dealers submit a customer order and immediately get back to selling—there is no need to hand-hold orders during the order booking and order fulfillment processes.	
Customers, sales and dealers understand what services are available and how they can be configured—we see few "specials."	
Customers can easily buy exactly what they want, e.g., no more, no less, as customers are never forced into pre-packaged bundles.	
The process for translating customer quotations into actual orders is simple and straight-forward.	
Employees across the enterprise have all the information they need about our company's offerings.	
We are process-dependent, not people-dependent, for expert knowledge about the configurability of our offerings.	
We have a robust, coherent process for adding new features and options to our service offerings.	
It is simple and straightforward to update pricing when we need to.	
Company profitability meets expectations.	
In our industry, we are best-in-class in terms of dealing with configurability.	
Customers would give us the following rating with respect to our ability to meet their actual needs:	
Total Score:	

**Scoring: 52 is "Excellent;" 39 or above is "Good." If your score is 38 or less, your company is operating sub-optimally and would benefit from outside assistance.**

**Call us today!**

