

CLIENT EXPERIENCE													
CE BUSINESS 2016	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	ANNUAL
6-CE(a) Net Promoter Score (%)	18%	24%	50%	0%	37%	95%	81%	23%	60%	45%	77%	43%	46%
TARGET - Net Promoter Score (%)	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
On scale of 1- 10, how likely to recommend the firm to <others>?													
Input - Total Responses	22	92	68	146	386	77	234	377	277	198	225	250	2352
Input - Promoter (9 or 10)	9	22	42	23	170	75	200	104	177	108	198	150	1278
Input - Neutral (7 or 8)	8	70	18	100	187	0	24	254	88	72	2	57	880
Input - Detractor (1 to 6)	5	0	8	23	29	2	10	19	12	18	25	43	194

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