

Unit 7
ProExpress Annual Customer Satisfaction Report

Table 1. Overall Customer Satisfaction Ratings, 10 Point Scale

Metric	Last Year	This Year
<i>Customer Satisfaction with the Delivery Process</i>	9.1 out of 10	9.1 out of 10
<i>Customer Satisfaction with Phone-Based Representatives</i>	8.9 out of 10	8.8 out of 10

Table 2. Detailed Breakdown of Customer Satisfaction, Mean (SD), 10 Point Scale

Metric	Last Year	This Year
<i>Customer Satisfaction with the Delivery Process (N=44,008)</i>	9.1	9.1
REGION 1: Southern California (n=13,900)	9.1 (1.1)	9.2 (1.2)
Delivery Area A (n=4,699)	9.0 (1.2)	9.2 (1.3)
Delivery Area B (n=4,169)	9.1 (0.7)	9.2 (1.1)
Delivery Area C (n=5,032)	9.2 (1.1)	9.2 (1.1)
REGION 2: Northern California (n=8,142)	9.2 (1.0)	9.1 (1.0)
Delivery Area A (n=2,688)	9.3 (1.0)	9.2 (1.2)
Delivery Area B (n=3,011)	9.3 (0.9)	9.0 (1.0)
Delivery Area C (n=2,443)	9.0 (0.9)	9.1 (0.9)
REGION 3: Southwestern States (n=21,966)	9.0 (1.1)	9.0 (1.2)
Delivery Area A (n=4,234)	9.0 (1.2)	9.1 (1.2)
Delivery Area B (n=4,718)	9.1 (1.0)	8.9 (1.2)
Delivery Area C (n=5,002)	8.9 (0.8)	9.1 (1.1)
Delivery Area D (n=3,967)	9.0 (1.3)	8.8 (1.3)
Delivery Area E (n=4,045)	9.0 (1.2)	9.2 (1.1)
<i>Customer Satisfaction with Phone-Based Representatives (N=37,439)</i>	8.9	8.8
CUSTOMER SERVICE TEAM 1: Southern California (n=12,885)	9.0 (1.4)	8.8 (1.3)
Customer Service Representative A (n=4,310)	9.0 (1.0)	8.8 (1.6)
Customer Service Representative B (n=4,003)	9.1 (0.9)	8.9 (1.4)
Customer Service Representative C (n=4,572)	8.9 (1.2)	8.7 (1.3)
CUSTOMER SERVICE TEAM 2: Northern California (n=7,646)	9.0 (1.3)	9.1 (1.4)
Customer Service Representative A (n=2,445)	9.0 (1.1)	9.2 (1.3)
Customer Service Representative B (n=2,870)	9.1 (0.8)	9.0 (1.1)
Customer Service Representative C (n=2,331)	8.9 (1.1)	9.1 (1.4)
CUSTOMER SERVICE TEAM 3: Southwestern States (n=16,908)	8.8 (1.6)	8.5 (1.8)
Customer Service Representative A (n=3,903)	9.0 (1.1)	9.1 (1.2)
Customer Service Representative B (n=4,111)	9.1 (1.1)	8.6 (1.5)
Customer Service Representative C (n=3,203)	8.7 (1.8)	8.1 (1.8)
Customer Service Representative D (n=1,689)	8.5 (1.9)	8.0 (2.1)
Customer Service Representative E (n=4,002)	8.7 (1.3)	8.7 (1.3)