

ASCOC Sample Quarterly Report - Franchise Level Quarter To Date

2nd Qtr 2010

Allegiance Score		Reliability Score		In & Out Quickly		Enough Crew		Well-Trained		Information		Respect for Car		Acknowledged		Est. of Wait		Promised Time		Polite & Resp.		Pressure to Buy		Sample	
Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y	Q	Y
						☆		☆		☆		☆		☆							☆		☆		

System Wide

System Average

93	92	94	93	90	90	95	97	97	94	96	95	96	94	99	97	85	82	77	78	96	95	14	13	2613	13180
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Entity Level

Sample Entity

97	97	96	96	92	93	99	99	98	98	99	99	97	96	100	99	94	89	80	83	97	98	11	12	145	610
1	1	2	1	5	3	2	1	3	1	2	1	4	2	1	1	1	1	5	4	5	1	1	4		

Regional Level

Sample Region 1

96	98	95	96	85	92	93	96	96	99	100	99	100	100	100	100	96	97	70	74	100	100	7	11	28	93
3	2	3	2	3	2	3	3	3	2	1	2	1	1	2	1	2	1	2	3	1	1	2	2		

Sample Region 2

100	93	100	94	100	90	100	98	100	93	100	95	100	92	100	97	100	80	67	82	100	95	0	13	6	104
1	3	1	3	1	3	2	2	1	3	2	3	2	3	3	3	1	3	3	2	2	3	1	3		

Sample Region 3

97	98	96	97	93	93	100	99	98	99	99	100	96	97	100	99	93	90	83	85	96	98	13	11	111	413
2	1	2	1	2	1	1	1	2	1	3	1	3	2	1	2	3	2	1	1	3	2	3	1		

Store Level

Sample Location 1

100	100	97	98	91	98	100	100	100	100	100	100	100	100	98	100	98	91	87	82	89	100	96	9	9	11	47
2	1	3	1	4	1	3	2	2	2	2	2	1	3	3	6	6	5	3	2	2	6	4	2			

Sample Location 2

96	96	96	97	88	92	100	100	96	96	100	100	92	92	100	100	96	96	81	82	96	96	8	6	26	78
5	5	5	2	6	4	2	1	6	6	1	1	7	6	2	1	2	2	4	4	6	5	3	1		

Sample Location 3

100	100	98	97	100	97	100	100	100	100	100	100	100	100	100	99	92	84	92	91	100	100	16	17	24	69
3	2	2	3	1	2	4	3	3	3	3	3	2	1	4	5	5	6	1	1	3	2	6	7		

Sample Location 4

94	96	95	97	94	95	100	99	97	98	100	99	97	97	100	100	91	93	75	85	91	98	16	9	32	122
7	6	6	4	3	3	5	4	5	5	4	5	5	5	5	2	7	3	5	3	7	4	7	3		

Sample Location 5

96	98	95	96	85	92	93	96	96	99	100	99	100	100	100	96	97	70	74	100	100	7	11	28	93	
6	4	7	5	7	5	7	7	7	4	5	6	3	2	6	3	3	1	6	7	4	3	2	4		

Sample Location 6

100	99	96	95	89	88	100	98	100	100	94	99	94	97	100	99	94	87	89	81	100	100	11	16	18	97
1	3	4	6	5	7	1	5	1	1	7	4	6	4	1	4	4	4	2	6	1	1	5	6		

Sample Location 7

100	93	100	94	100	90	100	98	100	93	100	95	100	92	100	97	100	80	67	82	100	95	0	13	6	104	
4	7	1	7	2	6	6	6	6	4	7	6	7	4	7	7	7	1	7	7	5	5	7	1	5		

Above 1 Standard Deviation
 Below 1 Std. Dev.
 Below 2 Std. Dev.

☆ Indicates ASCOC Reliability Score Element

Q = Quarter-to-Date
Y = Year-to-Date