

Frequency Table

Lofty Optical consistently delivers products on time

s.no	particulars	Frequency	Percent
1	strongly disagree	3	5.4
2	disagree	4	7.1
3	neutral	9	16.1
4	agree	24	42.9
5	strongly agree	16	28.6
	Total	56	100.0

The quality of products from Lofty Optical meets my expectations.

s.no	particulars	Frequency	Percent
1	strongly disagree	2	3.6
2	disagree	8	14.3
3	neutral	12	21.4
4	agree	23	41.1
5	strongly agree	11	19.6
	Total	56	100.0

Lofty Optical promptly resolves any issues or complaints.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	12	21.4	21.4	21.4
	disagree	14	25.0	25.0	46.4
	neutral	15	26.8	26.8	73.2
	agree	7	12.5	12.5	85.7
	strongly agree	8	14.3	14.3	100.0
	Total	56	100.0	100.0	

The staff at Lofty Optical is knowledgeable and helpful.

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	strongly disagree	12	21.4	21.4	21.4
	disagree	13	23.2	23.2	44.6
	neutral	16	28.6	28.6	73.2
	agree	10	17.9	17.9	91.1
	ststrongly agree	5	8.9	8.9	100.0
	Total	56	100.0	100.0	

Lofty Optical provides clear and accurate information about its products.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	3	5.4	5.4	5.4
	disagree	4	7.1	7.1	12.5
	neutral	9	16.1	16.1	28.6
	agree	24	42.9	42.9	71.4
	ststrongly agree	16	28.6	28.6	100.0
	Total	56	100.0	100.0	

The customer service team at Lofty Optical is friendly and approachable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	10	17.9	17.9	17.9
	disagree	13	23.2	23.2	41.1
	neutral	13	23.2	23.2	64.3
	agree	10	17.9	17.9	82.1
	ststrongly agree	10	17.9	17.9	100.0
	Total	56	100.0	100.0	

Lofty Optical provides timely updates on the status of orders

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	6	10.7	10.7	10.7
	disagree	7	12.5	12.5	23.2
	neutral	7	12.5	12.5	35.7
	agree	18	32.1	32.1	67.9
	ststrongly agree	17	30.4	30.4	98.2

55.00	1	1.8	1.8	100.0
Total	56	100.0	100.0	

The ordering process at Lofty Optical is easy and straightforward.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	5	8.9	8.9	8.9
disagree	5	8.9	8.9	17.9
neutral	12	21.4	21.4	39.3
agree	18	32.1	32.1	71.4
strongly agree	16	28.6	28.6	100.0
Total	56	100.0	100.0	

Lofty Optical offers a satisfactory return and exchange policy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	11	19.6	19.6	19.6
disagree	12	21.4	21.4	41.1
neutral	15	26.8	26.8	67.9
agree	12	21.4	21.4	89.3
strongly agree	6	10.7	10.7	100.0
Total	56	100.0	100.0	

I am overall satisfied with the service quality of Lofty Optical

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	11	19.6	19.6	19.6
disagree	13	23.2	23.2	42.9
neutral	17	30.4	30.4	73.2
agree	9	16.1	16.1	89.3
strongly agree	6	10.7	10.7	100.0
Total	56	100.0	100.0	

The staff at Lofty Optical demonstrates a high level of professionalism

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	6	10.7	10.7	10.7
	disagree	6	10.7	10.7	21.4
	neutral	12	21.4	21.4	42.9
	agree	18	32.1	32.1	75.0
	stgrongly agree	14	25.0	25.0	100.0
	Total	56	100.0	100.0	

Lofty Optical makes an effort to understand and meet my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	19.6	19.6	19.6
	disagree	11	19.6	19.6	39.3
	neutral	15	26.8	26.8	66.1
	agree	15	26.8	26.8	92.9
	stgrongly agree	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

The value provided by Lofty Optical's products and services is worth the price.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	6	10.7	10.7	10.7
	disagree	11	19.6	19.6	30.4
	neutral	11	19.6	19.6	50.0
	agree	18	32.1	32.1	82.1
	stgrongly agree	10	17.9	17.9	100.0
	Total	56	100.0	100.0	

Communication with Lofty Optical is effective and clear.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	9	16.1	16.1	16.1
	disagree	9	16.1	16.1	32.1
	neutral	10	17.9	17.9	50.0
	agree	15	26.8	26.8	76.8

stgrongly agree	13	23.2	23.2	100.0
Total	56	100.0	100.0	

I am satisfied with the variety of products offered by Lofty Optical.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	9	16.1	16.1	16.1
disagree	11	19.6	19.6	35.7
neutral	8	14.3	14.3	50.0
agree	13	23.2	23.2	73.2
stgrongly agree	15	26.8	26.8	100.0
Total	56	100.0	100.0	

Lofty Optical ensures customer satisfaction through follow-up.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	11	19.6	19.6	19.6
disagree	11	19.6	19.6	39.3
neutral	15	26.8	26.8	66.1
agree	15	26.8	26.8	92.9
stgrongly agree	4	7.1	7.1	100.0
Total	56	100.0	100.0	

The services provided by Lofty Optical are reliable.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	7	12.5	12.5	12.5
disagree	11	19.6	19.6	32.1
neutral	11	19.6	19.6	51.8
agree	17	30.4	30.4	82.1
stgrongly agree	10	17.9	17.9	100.0
Total	56	100.0	100.0	

The delivery service of Lofty Optical is prompt and efficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	9	16.1	16.1	16.1
	disagree	10	17.9	17.9	33.9
	neutral	12	21.4	21.4	55.4
	agree	16	28.6	28.6	83.9
	stgrongly agree	9	16.1	16.1	100.0
	Total	56	100.0	100.0	

Lofty Optical's inventory is well-managed and organized.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	9	16.1	16.1	16.1
	disagree	14	25.0	25.0	41.1
	neutral	8	14.3	14.3	55.4
	agree	16	28.6	28.6	83.9
	stgrongly agree	9	16.1	16.1	100.0
	Total	56	100.0	100.0	

The company has an efficient system for receiving and storing goods.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	10	17.9	17.9	17.9
	disagree	13	23.2	23.2	41.1
	neutral	9	16.1	16.1	57.1
	agree	12	21.4	21.4	78.6
	stgrongly agree	12	21.4	21.4	100.0
	Total	56	100.0	100.0	

Lofty Optical minimizes delays in the inbound logistics process.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	19.6	19.6	19.6
	disagree	9	16.1	16.1	35.7
	neutral	11	19.6	19.6	55.4
	agree	14	25.0	25.0	80.4

ststrongly agree	11	19.6	19.6	100.0
Total	56	100.0	100.0	

The company uses advanced technology to streamline logistics operations.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	7	12.5	12.5	12.5
disagree	8	14.3	14.3	26.8
neutral	7	12.5	12.5	39.3
agree	15	26.8	26.8	66.1
ststrongly agree	19	33.9	33.9	100.0
Total	56	100.0	100.0	

The overall efficiency of Lofty Optical's logistics is high.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	9	16.1	16.1	16.1
disagree	9	16.1	16.1	32.1
neutral	10	17.9	17.9	50.0
agree	16	28.6	28.6	78.6
ststrongly agree	12	21.4	21.4	100.0
Total	56	100.0	100.0	

The products are always in good condition upon arrival.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	6	10.7	10.7	10.7
disagree	10	17.9	17.9	28.6
neutral	15	26.8	26.8	55.4
agree	17	30.4	30.4	85.7
ststrongly agree	8	14.3	14.3	100.0
Total	56	100.0	100.0	

Lofty Optical has a reliable supply chain management system.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	19.6	19.6	19.6
	disagree	10	17.9	17.9	37.5
	neutral	13	23.2	23.2	60.7
	agree	15	26.8	26.8	87.5
	stgrongly agree	7	12.5	12.5	100.0
	Total	56	100.0	100.0	

The company's logistics team is competent and efficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	9	16.1	16.1	16.1
	disagree	9	16.1	16.1	32.1
	neutral	14	25.0	25.0	57.1
	agree	12	21.4	21.4	78.6
	stgrongly agree	12	21.4	21.4	100.0
	Total	56	100.0	100.0	

Lofty Optical ensures timely restocking of inventory.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	19.6	19.6	19.6
	disagree	11	19.6	19.6	39.3
	neutral	15	26.8	26.8	66.1
	agree	15	26.8	26.8	92.9
	stgrongly agree	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

The company's warehouse facilities are well-maintained.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	19.6	19.6	19.6
	disagree	8	14.3	14.3	33.9
	neutral	14	25.0	25.0	58.9
	agree	15	26.8	26.8	85.7

ststrongly agree	8	14.3	14.3	100.0
Total	56	100.0	100.0	

Lofty Optical's logistics operations meet industry standards.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	10	17.9	17.9	17.9
disagree	9	16.1	16.1	33.9
neutral	10	17.9	17.9	51.8
agree	20	35.7	35.7	87.5
ststrongly agree	7	12.5	12.5	100.0
Total	56	100.0	100.0	

The company effectively manages the flow of goods from suppliers.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	10	17.9	17.9	17.9
disagree	13	23.2	23.2	41.1
neutral	17	30.4	30.4	71.4
agree	11	19.6	19.6	91.1
ststrongly agree	5	8.9	8.9	100.0
Total	56	100.0	100.0	

Age of Respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-24	9	16.1	16.1	16.1
25-34	9	16.1	16.1	32.1
35-44	13	23.2	23.2	55.4
45-55	13	23.2	23.2	78.6
55 or above	12	21.4	21.4	100.0
Total	56	100.0	100.0	

Education qualification of the respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	primary	9	16.1	16.1	16.1
	secondary	14	25.0	25.0	41.1
	under graduate	22	39.3	39.3	80.4
	post graduate	10	17.9	17.9	98.2
	doctrate	1	1.8	1.8	100.0
	Total	56	100.0	100.0	