CUSTOMER SATISFACTION AND LOYALTY

Total Customer

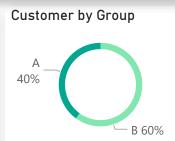
58% Purchase History

5/10 Total Score





Hiah







riigii						31%				
Low						38%				
Med	ium					32%				
Group Wise Loyalty Level										
Loyalty Level High Low Medium										
В	21		30		21					
А	16	15	17							

Gender	Brand Reputation	Customer Service	Delivery Speed	Ease of Use	Features	Packaging	Price	Product Quality	Product Variety	Support Availability
□ Female	4.58	6.67	5.29	2.50	8.00	6.78	3.25	6.80	7.14	3.00
□ A	4.25	6.25	10.00	2.40		7.00	1.00	6.00	5.50	1.00
⊕ No	2.00	5.50		3.00			1.00	6.00	7.00	1.00
⊕ Yes	6.50	7.00	10.00	1.50		7.00			4.00	1.00
□ B	4.75	7.50	4.50	2.60	8.00	6.67	4.00	7.33	7.80	5.00
⊕ No	6.60	6.00	5.00	3.00		9.50	1.00	5.00	7.00	5.00
⊕ Yes	1.67	9.00	3.50	2.33	8.00	5.25	10.00	8.50	8.33	
□ Male	6.00	5.00	5.00	8.00	3.30	7.33	5.17	8.17	3.67	5.29
□ A	8.00	4.50	6.50	4.00	2.60	8.50	5.20	7.67		7.33
⊞ No		3.00		4.00	1.00	8.50	6.00	9.00		9.50
⊕ Yes	8.00	6.00	6.50		3.00		2.00	5.00		3.00
□ B	4.00	5.33	4.00	9.33	4.00	6.75	5.00	8.67	3.67	3.75
⊕ No	4.00		3.00	9.33	4.25	6.00	5.00	8.50	2.00	2.67
⊕ Yes		5.33	4.50		3.00	7.50		9.00	4.50	7.00
Total	4.79	5.91	5.17	4.07	4.08	7.00	4.40	7.55	6.10	4.45



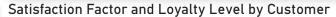
CUSTOMER SATISFACTION AND LOYALTY

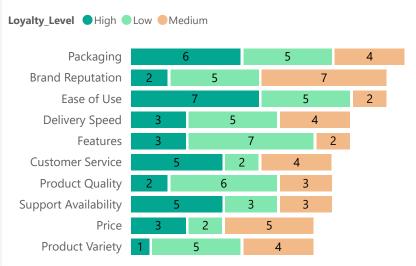


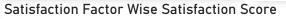
58% Purchase History

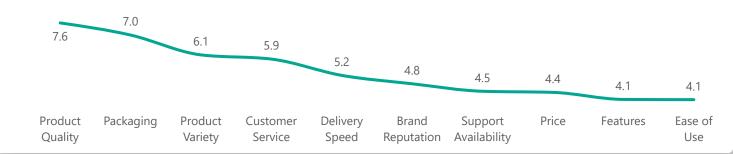
5/10 Total Score











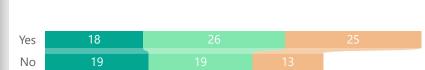
Location by Satisfactory Score







Purchase History and Loyalty Level by Customer



Purchase History by Satisfactory Score

Loyalty_Level • High • Low • Medium



Support Contacted by Satisfactory Score

