

The SAS System

Obs	ID	X3	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19
1	1	1	8.5	3.9	2.5	5.9	4.8	4.9	6.0	6.8	4.7	4.3	5.0	5.1	3.7	8.2
2	2	0	8.2	2.7	5.1	7.2	3.4	7.9	3.1	5.3	5.5	4.0	3.9	4.3	4.9	5.7
3	3	1	9.2	3.4	5.6	5.6	5.4	7.4	5.8	4.5	6.2	4.6	5.4	4.0	4.5	8.9
4	4	1	6.4	3.3	7.0	3.7	4.7	4.7	4.5	8.8	7.0	3.6	4.3	4.1	3.0	4.8
5	5	1	9.0	3.4	5.2	4.6	2.2	6.0	4.5	6.8	6.1	4.5	4.5	3.5	3.5	7.1
6	6	0	6.5	2.8	3.1	4.1	4.0	4.3	3.7	8.5	5.1	9.5	3.6	4.7	3.3	4.7
7	7	1	6.9	3.7	5.0	2.6	2.1	2.3	5.4	8.9	4.8	2.5	2.1	4.2	2.0	5.7
8	8	1	6.2	3.3	3.9	4.8	4.6	3.6	5.1	6.9	5.4	4.8	4.3	6.3	3.7	6.3
9	9	1	5.8	3.6	5.1	6.7	3.7	5.9	5.8	9.3	5.9	4.4	4.4	6.1	4.6	7.0
10	10	1	6.4	4.5	5.1	6.1	4.7	5.7	5.7	8.4	5.4	5.3	4.1	5.8	4.4	5.5
11	11	1	8.7	3.2	4.6	4.8	2.7	6.8	4.6	6.8	5.8	7.5	3.8	3.7	4.0	7.4
12	12	1	6.1	4.9	6.3	3.9	4.4	3.9	6.4	8.2	5.8	5.9	3.0	4.9	3.2	6.0
13	13	0	9.5	5.6	4.6	6.9	5.0	6.9	6.6	7.6	6.5	5.3	5.1	4.5	4.4	8.4
14	14	0	9.2	3.9	5.7	5.5	2.4	8.4	4.8	7.1	6.7	3.0	4.5	2.6	4.2	7.6
15	15	1	6.3	4.5	4.7	6.9	4.5	6.8	5.9	8.8	6.0	5.4	4.8	6.2	5.2	8.0
16	16	0	8.7	3.2	4.0	6.8	3.2	7.8	3.8	4.9	6.1	5.0	4.3	3.9	4.5	6.6
17	17	0	5.7	4.0	6.7	6.0	3.3	5.5	5.1	6.2	6.7	5.4	4.2	6.2	4.5	6.4
18	18	1	5.9	4.1	5.5	7.2	3.5	6.4	5.5	8.4	6.2	6.3	5.7	5.8	4.8	7.4
19	19	1	5.6	3.4	5.1	6.4	3.7	5.7	5.6	9.1	5.4	6.1	5.0	6.0	4.5	6.8
20	20	1	9.1	4.5	3.6	6.4	5.3	5.3	7.1	8.4	5.8	6.7	4.5	6.1	4.4	7.6
21	21	0	5.2	3.8	7.1	5.2	3.9	4.3	5.0	8.4	7.1	4.6	3.3	4.9	3.3	5.4
22	22	1	9.6	5.7	6.8	5.9	5.4	8.3	7.8	4.5	6.4	6.5	4.3	3.0	4.3	9.9
23	23	0	8.6	3.6	7.4	5.1	3.5	7.3	4.7	3.7	6.7	6.0	4.8	3.4	4.0	7.0
24	24	1	9.3	2.4	2.6	7.2	2.2	7.2	4.5	6.2	6.4	4.2	6.7	4.4	4.5	8.6
25	25	0	6.0	4.1	5.3	4.7	3.5	5.3	5.3	8.0	6.5	3.9	4.7	5.3	4.0	4.8
26	26	1	6.4	3.6	6.6	6.1	4.0	3.9	5.3	7.1	6.1	3.7	5.6	6.6	3.9	6.6
27	27	0	8.5	3.0	7.2	5.8	4.1	7.6	3.7	4.8	6.9	6.7	5.3	3.8	4.4	6.3
28	28	0	7.0	3.3	5.4	5.5	2.6	4.8	4.2	9.0	6.5	5.9	4.3	5.2	3.7	5.4
29	29	0	8.5	3.0	5.7	6.0	2.3	7.6	3.7	4.8	5.8	6.0	5.7	3.8	4.4	6.3
30	30	1	7.6	3.6	3.0	4.0	5.1	4.2	4.6	7.7	4.9	7.2	4.7	5.5	3.5	5.4
31	31	0	6.9	3.4	8.5	4.3	4.5	6.4	4.7	5.2	7.7	3.3	3.7	2.7	3.3	6.1
32	32	1	8.1	2.5	7.2	4.5	2.3	5.1	3.8	6.6	6.8	6.1	3.0	3.5	3.0	6.4
33	33	1	6.7	3.7	6.5	5.3	5.3	5.1	4.9	9.2	5.7	4.2	3.5	4.5	3.4	5.4
34	34	1	8.0	3.3	6.1	5.7	5.5	4.6	4.7	8.7	5.9	3.8	4.7	6.6	4.2	7.3
35	35	1	6.7	4.0	5.2	3.9	3.0	5.4	6.8	8.4	6.2	6.0	2.5	4.3	3.5	6.3
36	36	0	8.7	3.2	6.1	4.3	3.5	6.1	2.9	5.6	6.1	6.5	3.1	2.9	2.5	5.4
37	37	0	9.0	3.4	5.9	4.6	3.9	6.0	4.5	6.8	6.4	4.3	3.9	3.5	3.5	7.1
38	38	1	9.6	4.1	6.2	7.3	2.9	7.7	5.5	7.7	6.1	4.4	5.2	4.6	4.9	8.7
39	39	1	8.2	3.6	3.9	6.2	5.8	4.9	5.0	9.0	5.2	7.1	4.7	6.9	4.5	7.6
40	40	0	6.1	4.9	3.0	4.8	5.1	3.9	6.4	8.2	5.1	6.8	4.5	4.9	3.2	6.0
41	41	1	8.3	3.4	3.3	5.5	3.1	4.6	5.2	9.1	4.1	1.7	4.6	5.8	3.9	7.0
42	42	0	9.4	3.8	4.7	5.4	3.8	6.5	4.9	8.5	4.9	6.2	4.1	4.5	4.1	7.6
43	43	1	9.3	5.1	4.6	6.8	5.8	6.6	6.3	7.4	5.1	4.1	4.6	4.6	4.3	8.9
44	44	1	5.1	5.1	6.6	6.9	4.4	5.4	7.8	5.9	7.2	5.2	4.9	6.3	4.5	7.6
45	45	0	8.0	2.5	4.7	7.1	3.6	7.7	3.0	5.2	5.1	3.9	4.3	4.2	4.7	5.5

46	46	1	5.9	4.1	5.7	5.9	5.8	6.4	5.5	8.4	6.4	5.1	5.2	5.8	4.8	7.4
47	47	0	10.0	4.3	7.1	6.3	2.9	5.4	4.5	3.8	6.7	3.7	5.0	4.0	3.5	7.1
48	48	1	5.7	3.8	6.8	7.5	5.7	5.7	6.0	8.2	6.6	4.8	6.5	7.3	5.2	7.6
49	49	0	9.9	3.7	3.7	6.1	4.2	7.0	6.7	6.8	5.9	7.2	4.5	3.4	3.9	8.7
50	50	1	7.9	3.9	4.3	5.8	4.4	6.9	5.8	4.7	5.2	3.6	4.1	4.2	4.3	8.6
51	51	1	6.7	3.6	5.9	4.2	3.4	4.7	4.8	7.2	5.7	5.3	4.0	3.6	2.8	5.4
52	52	0	8.2	2.7	3.7	7.4	2.7	7.9	3.1	5.3	5.3	5.0	4.5	4.3	4.9	5.7
53	53	1	9.4	2.5	4.8	6.1	3.2	7.3	4.6	6.3	6.3	9.2	4.7	4.6	4.6	8.7
54	54	0	6.9	3.4	5.7	4.4	3.3	6.4	4.7	5.2	6.4	4.4	3.2	2.7	3.3	6.1
55	55	1	8.0	3.3	3.8	5.8	3.2	4.6	4.7	8.7	5.3	4.2	4.9	6.6	4.2	7.3
56	56	0	9.3	3.8	7.3	5.7	3.7	6.4	5.5	7.4	6.6	5.9	4.1	3.2	3.4	7.7
57	57	1	7.4	5.1	4.8	7.7	4.5	7.2	6.9	9.6	6.4	7.4	5.7	6.5	5.5	9.0
58	58	0	7.6	3.6	5.2	5.8	5.6	6.6	5.4	4.4	6.7	6.4	4.6	3.9	4.0	8.2
59	59	0	10.0	4.3	5.3	3.7	4.2	5.4	4.5	3.8	6.7	4.5	3.7	4.0	3.5	7.1
60	60	1	9.9	2.8	7.2	6.9	2.6	5.8	3.5	5.4	6.2	7.0	5.6	4.9	4.0	7.9
61	61	0	8.7	3.2	8.4	6.1	2.8	7.8	3.8	4.9	7.2	4.5	5.4	3.9	4.5	6.6
62	62	1	8.4	3.8	6.7	5.0	4.5	4.7	5.9	6.7	5.1	4.2	2.7	5.0	3.6	8.0
63	63	0	8.8	3.9	3.8	5.1	4.3	4.7	4.8	5.8	5.0	7.2	4.4	3.7	2.9	6.3
64	64	1	7.7	2.2	6.3	4.5	2.4	4.7	3.4	6.2	6.0	4.7	3.3	3.1	2.6	6.0
65	65	1	6.6	3.6	5.8	4.1	4.9	4.7	4.8	7.2	6.5	3.9	3.5	3.6	2.8	5.4
66	66	1	5.7	3.8	3.5	6.7	5.4	5.7	6.0	8.2	5.4	5.0	4.7	7.3	5.2	7.6
67	67	0	5.7	4.0	7.9	6.4	2.7	5.5	5.1	6.2	7.5	6.4	5.0	6.2	4.5	6.4
68	68	0	5.5	3.7	4.7	5.4	4.3	5.3	4.9	6.0	5.6	2.5	4.5	5.9	4.3	6.1
69	69	1	7.5	3.5	3.8	3.5	2.9	4.1	4.5	7.6	5.1	5.2	4.0	5.4	3.4	5.2
70	70	1	6.4	3.6	2.7	5.3	3.9	3.9	5.3	7.1	5.2	5.5	4.7	6.6	3.9	6.6
71	71	0	9.1	4.5	6.1	5.9	6.3	5.3	7.1	8.4	7.1	5.7	5.4	6.1	4.4	7.6
72	72	0	6.7	3.2	3.0	3.7	4.8	6.3	4.5	5.0	5.2	2.5	2.9	2.6	3.1	5.8
73	73	1	6.5	4.3	2.7	6.6	6.5	6.3	6.0	8.7	4.7	6.3	4.6	5.6	4.6	7.9
74	74	1	9.9	3.7	7.5	4.7	5.6	7.0	6.7	6.8	7.2	4.6	4.1	3.4	3.9	8.6
75	75	1	8.5	3.9	5.3	5.5	5.0	4.9	6.0	6.8	5.7	3.6	4.4	5.1	3.7	8.2
76	76	0	9.9	3.0	6.8	5.0	5.4	5.9	4.8	4.9	7.3	7.6	3.1	4.3	3.8	7.1
77	77	0	7.6	3.6	7.6	4.6	4.7	4.6	5.0	7.4	8.1	6.6	4.5	5.8	3.9	6.4
78	78	0	9.4	3.8	7.0	6.2	4.7	6.5	4.9	8.5	7.3	2.4	4.3	4.5	4.1	7.6
79	79	0	9.3	3.5	6.3	7.6	5.5	7.5	5.9	4.6	6.6	3.1	5.2	4.1	4.6	8.9
80	80	1	7.1	3.4	4.9	4.1	4.0	5.0	5.9	7.8	6.1	3.5	2.6	3.1	2.7	5.7
81	81	1	9.9	3.0	7.4	4.8	4.0	5.9	4.8	4.9	5.9	6.9	3.2	4.3	3.8	7.1
82	82	0	8.7	3.2	6.4	4.9	2.4	6.8	4.6	6.8	6.3	5.1	4.3	3.7	4.0	7.4
83	83	0	8.6	2.9	5.8	3.9	2.9	5.6	4.0	6.3	6.1	4.0	2.7	3.0	3.0	6.6
84	84	0	6.4	3.2	6.7	3.6	2.2	2.9	5.0	8.4	7.3	6.5	2.0	3.7	1.6	5.0
85	85	0	7.7	2.6	6.7	6.6	1.9	7.2	4.3	5.9	6.5	4.1	4.7	3.9	4.3	8.2
86	86	1	7.5	3.5	4.1	4.5	3.5	4.1	4.5	7.6	4.9	2.8	3.4	5.4	3.4	5.2
87	87	0	5.0	3.6	1.3	3.0	3.5	4.2	4.9	8.2	4.3	7.6	2.4	4.8	3.1	5.2
88	88	0	7.7	2.6	8.0	6.7	3.5	7.2	4.3	5.9	6.9	7.7	5.1	3.9	4.3	8.2
89	89	0	9.1	3.6	5.5	5.4	4.2	6.2	4.6	8.3	6.5	4.1	4.6	4.3	3.9	7.3
90	90	0	5.5	5.5	7.7	7.0	5.6	5.7	8.2	6.3	7.4	4.9	5.5	6.7	4.9	8.2
91	91	0	9.1	3.7	7.0	4.1	4.4	6.3	5.4	7.3	7.5	4.6	4.4	3.0	3.3	7.4
92	92	0	7.1	4.2	4.1	2.6	2.1	3.3	4.5	9.9	5.5	3.5	2.0	4.0	2.4	4.8
93	93	1	9.2	3.9	4.6	5.3	4.2	8.4	4.8	7.1	6.2	6.6	4.4	2.6	4.2	7.6

94	94	1	9.3	3.5	5.4	7.8	4.6	7.5	5.9	4.6	6.4	4.9	4.8	4.1	4.6	8.9
95	95	1	9.3	3.8	4.0	4.6	4.7	6.4	5.5	7.4	5.3	4.8	3.6	3.2	3.4	7.7
96	96	0	8.6	4.8	5.6	5.3	2.3	6.0	5.7	6.7	5.8	3.6	4.9	3.6	3.6	7.3
97	97	0	7.4	3.4	2.6	5.0	4.1	4.4	4.8	7.2	4.5	6.4	4.2	5.6	3.7	6.3
98	98	0	8.7	3.2	3.3	3.2	3.1	6.1	2.9	5.6	5.0	4.3	3.1	2.9	2.5	5.4
99	99	0	7.8	4.9	5.8	5.3	5.2	5.3	7.1	7.9	6.0	5.7	4.3	4.9	3.9	6.4
100	100	1	7.9	3.0	4.4	5.1	5.9	4.2	4.8	9.7	5.7	5.8	3.4	5.4	3.5	6.4

The SAS System

The CORR Procedure

14 Variables: X6 X7 X8 X9 X10 X11 X12 X13 X14 X15 X16 X17 X18 X19

Simple Statistics							
Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
X6	100	7.81000	1.39628	781.00000	5.00000	10.00000	X6 - Product Quality
X7	100	3.67200	0.70052	367.20000	2.20000	5.70000	X7 - E-Commerce
X8	100	5.36500	1.53046	536.50000	1.30000	8.50000	X8 - Technical Support
X9	100	5.44200	1.20840	544.20000	2.60000	7.80000	X9 - Complaint Resolution
X10	100	4.01000	1.12694	401.00000	1.90000	6.50000	X10 - Advertizing
X11	100	5.80500	1.31529	580.50000	2.30000	8.40000	X11 - Product Line
X12	100	5.12300	1.07232	512.30000	2.90000	8.20000	X12 - Salesforce Image
X13	100	6.97400	1.54506	697.40000	3.70000	9.90000	X13 - Competitive Pricing
X14	100	6.04300	0.81974	604.30000	4.10000	8.10000	X14 - Warranty & Claims
X15	100	5.15000	1.49305	515.00000	1.70000	9.50000	X15 - New Products
X16	100	4.27800	0.92884	427.80000	2.00000	6.70000	X16 - Order & Billing
X17	100	4.61000	1.20600	461.00000	2.60000	7.30000	X17 - Price Flexibility
X18	100	3.88600	0.73444	388.60000	1.60000	5.50000	X18 - Delivery Speed
X19	100	6.91800	1.19184	691.80000	4.70000	9.90000	X19 - Satisfaction

Pearson Correlation Coefficients, N = 100 Prob > r under H0: Rho=0														
	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19
X6	1.00000	-0.13716	0.09560	0.10637	-0.05347	0.47749	-0.15181	-0.40128	0.08831	0.02699	0.10430	-0.49314	0.02772	0.48632
X6 - Product Quality		0.1736	0.3441	0.2922	0.5972	<.0001	0.1316	<.0001	0.3823	0.7898	0.3017	<.0001	0.7843	<.0001
X7	-0.13716	1.00000	0.00087	0.14018	0.42989	-0.05269	0.79154	0.22946	0.05190	-0.02743	0.15615	0.27067	0.19164	0.28275
X7 - E-Commerce	0.1736		0.9932	0.1642	<.0001	0.6026	<.0001	0.0216	0.6081	0.7865	0.1208	0.0065	0.0561	0.0044
X8	0.09560	0.00087	1.00000	0.09666	-0.06287	0.19263	0.01699	-0.27079	0.79717	-0.07358	0.08010	-0.18610	0.02544	0.11260
X8 - Technical Support	0.3441	0.9932		0.3387	0.5343	0.0549	0.8668	0.0064	<.0001	0.4669	0.4282	0.0638	0.8016	0.2647
X9	0.10637	0.14018	0.09666	1.00000	0.19692	0.56142	0.22975	-0.12795	0.14041	0.05940	0.75687	0.39451	0.86509	0.60326
X9 - Complaint Resolution	0.2922	0.1642	0.3387		0.0496	<.0001	0.0215	0.2046	0.1635	0.5572	<.0001	<.0001	<.0001	<.0001
X10	-0.05347	0.42989	-0.06287	0.19692	1.00000	-0.01155	0.54220	0.13422	0.01079	0.08417	0.18424	0.33355	0.27586	0.30467
X10 - Advertizing	0.5972	<.0001	0.5343	0.0496		0.9092	<.0001	0.1831	0.9151	0.4051	0.0665	0.0007	0.0055	0.0021
X11	0.47749	-0.05269	0.19263	0.56142	-0.01155	1.00000	-0.06132	-0.49495	0.27308	0.04616	0.42441	-0.37797	0.60185	0.55055
X11 - Product Line	<.0001	0.6026	0.0549	<.0001	0.9092		0.5445	<.0001	0.0060	0.6483	<.0001	0.0001	<.0001	<.0001
X12	-0.15181	0.79154	0.01699	0.22975	0.54220	-0.06132	1.00000	0.26460	0.10746	0.03164	0.19513	0.35224	0.27155	0.50021
X12 - Salesforce Image	0.1316	<.0001	0.8668	0.0215	<.0001	0.5445		0.0078	0.2873	0.7547	0.0517	0.0003	0.0063	<.0001
X13	-0.40128	0.22946	-0.27079	-0.12795	0.13422	-0.49495	0.26460	1.00000	-0.24499	0.02316	-0.11457	0.47111	-0.07287	-0.20830
X13 - Competitive Pricing	<.0001	0.0216	0.0064	0.2046	0.1831	<.0001	0.0078		0.0140	0.8191	0.2564	<.0001	0.4712	0.0376
X14	0.08831	0.05190	0.79717	0.14041	0.01079	0.27308	0.10746	-0.24499	1.00000	0.03520	0.19707	-0.17025	0.10939	0.17754
X14 - Warranty & Claims	0.3823	0.6081	<.0001	0.1635	0.9151	0.0060	0.2873	0.0140		0.7281	0.0494	0.0904	0.2786	0.0772
X15	0.02699	-0.02743	-0.07358	0.05940	0.08417	0.04616	0.03164	0.02316	0.03520	1.00000	0.06854	0.09413	0.10575	0.07090
X15 - New Products	0.7898	0.7865	0.4669	0.5572	0.4051	0.6483	0.7547	0.8191	0.7281		0.4980	0.3516	0.2950	0.4833
X16	0.10430	0.15615	0.08010	0.75687	0.18424	0.42441	0.19513	-0.11457	0.19707	0.06854	1.00000	0.40697	0.75100	0.52173
X16 - Order & Billing	0.3017	0.1208	0.4282	<.0001	0.0665	<.0001	0.0517	0.2564	0.0494	0.4980		<.0001	<.0001	<.0001
X17	-0.49314	0.27067	-0.18610	0.39451	0.33355	-0.37797	0.35224	0.47111	-0.17025	0.09413	0.40697	1.00000	0.49669	0.05595
X17 - Price Flexibility	<.0001	0.0065	0.0638	<.0001	0.0007	0.0001	0.0003	<.0001	0.0904	0.3516	<.0001		<.0001	0.5803
X18	0.02772	0.19164	0.02544	0.86509	0.27586	0.60185	0.27155	-0.07287	0.10939	0.10575	0.75100	0.49669	1.00000	0.57704
X18 - Delivery Speed	0.7843	0.0561	0.8016	<.0001	0.0055	<.0001	0.0063	0.4712	0.2786	0.2950	<.0001	<.0001		<.0001
X19	0.48632	0.28275	0.11260	0.60326	0.30467	0.55055	0.50021	-0.20830	0.17754	0.07090	0.52173	0.05595	0.57704	1.00000
X19 - Satisfaction	<.0001	0.0044	0.2647	<.0001	0.0021	<.0001	<.0001	0.0376	0.0772	0.4833	<.0001	0.5803	<.0001	

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100



Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	51.17801	51.17801	56.07	<.0001
Error	98	89.44959	0.91275		
Corrected Total	99	140.62760			

Root MSE	0.95538	R-Square	0.3639
Dependent Mean	6.91800	Adj R-Sq	0.3574
Coeff Var	13.81006		

Parameter Estimates									
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t	Standardized Estimate	Tolerance	Variance Inflation
Intercept	Intercept	1	3.68005	0.44285	8.31	<.0001	0	.	0
X9	X9 - Complaint Resolution	1	0.59499	0.07946	7.49	<.0001	0.60326	1.00000	1.00000

The SAS System

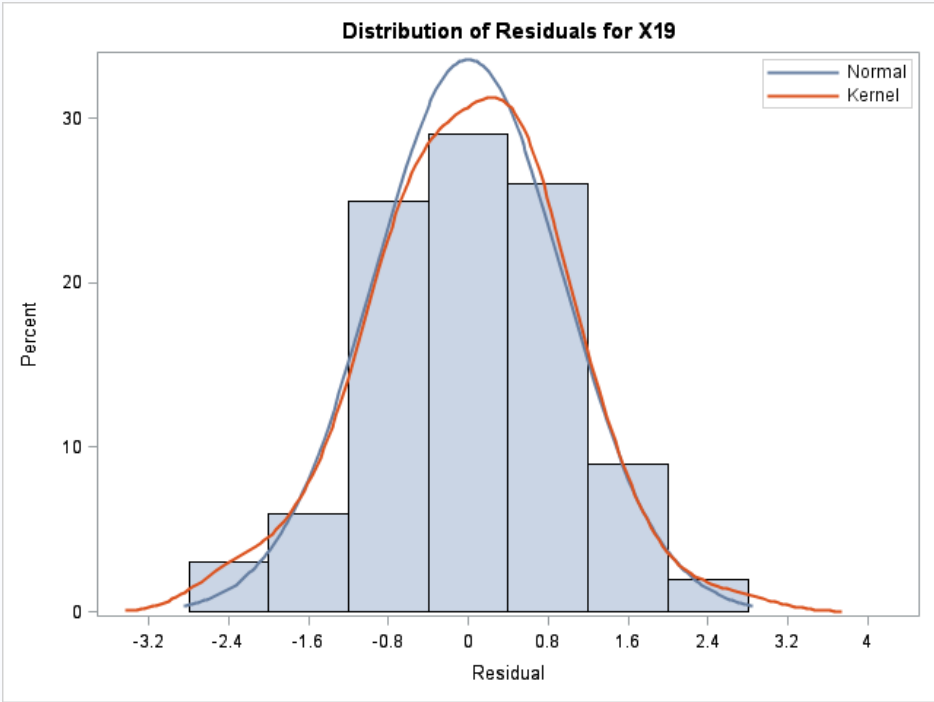
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

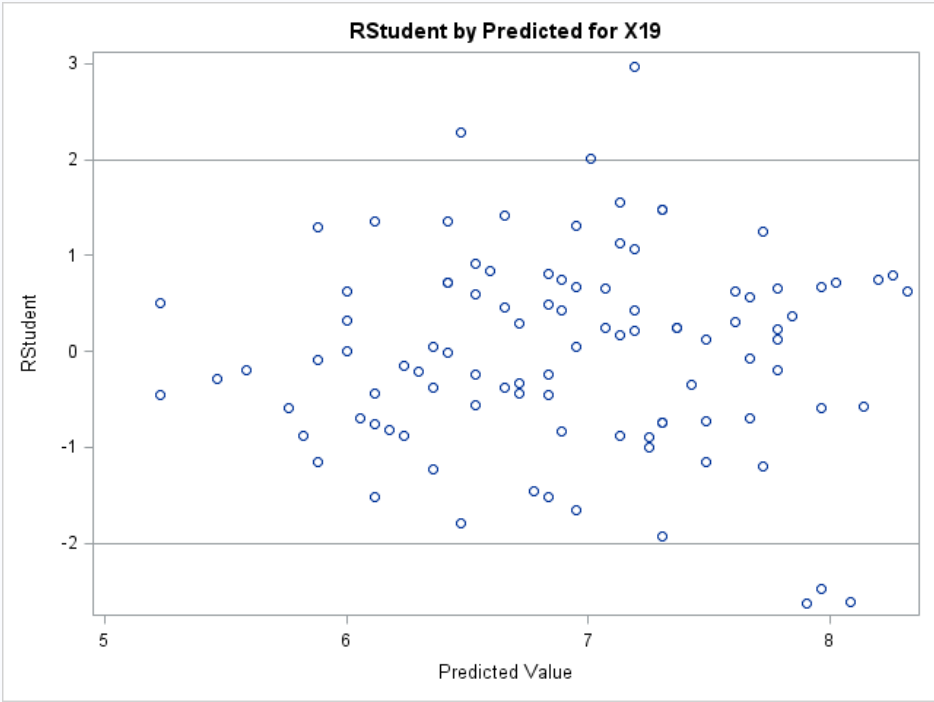
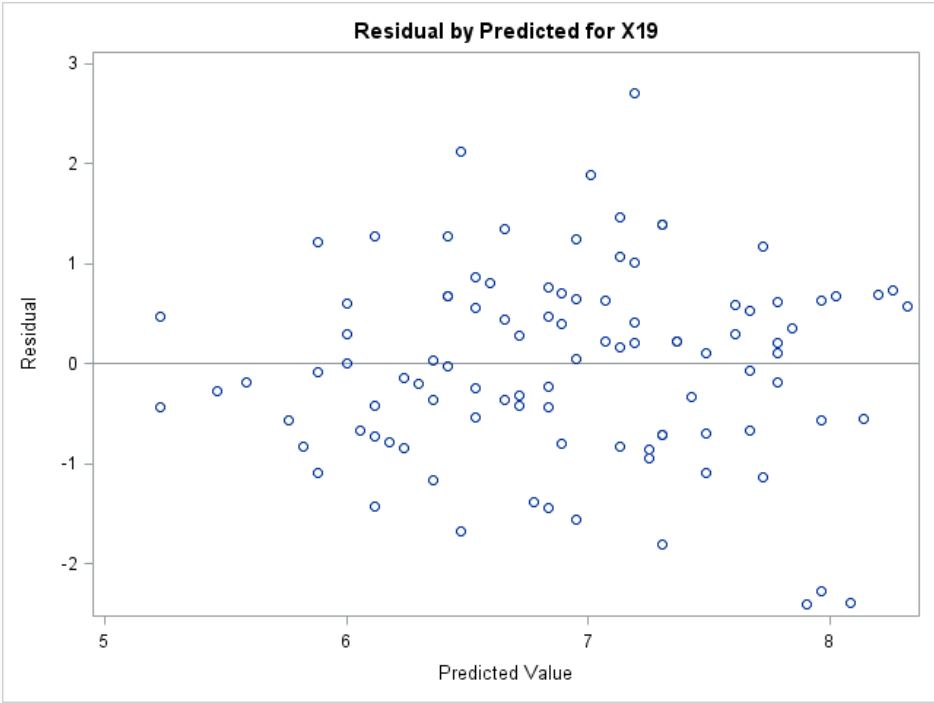
			Output Statistics																
															DFBETAS				
Obs	Ident Variable	Predicted Value	Std Error Mean Predict	Residual	Std Error Residual	Student Residual	-2	-1	0	1	2	Cook's D	RStudent	Hat Diag H	Cov Ratio	DFFITS	Intercept	X9	
1	8.2000	7.1905	0.1022	1.0095	0.950	1.063				**		0.007	1.0635	0.0115	1.0089	0.1145	-0.0167	0.0407	
2	5.7000	7.9640	0.1692	-2.2640	0.940	-2.408		****				0.094	-2.4697	0.0314	0.9328	-0.4445	0.3041	-0.3669	
3	8.9000	7.0120	0.0964	1.8880	0.951	1.986				***		0.020	2.0172	0.0102	0.9499	0.2045	0.0177	0.0266	
4	4.8000	5.8815	0.1682	-1.0815	0.940	-1.150				**		0.021	-1.1519	0.0310	1.0251	-0.2060	-0.1908	0.1695	
5	7.1000	6.4170	0.1166	0.6830	0.948	0.720				*		0.004	0.7185	0.0149	1.0252	0.0884	0.0651	-0.0507	
6	4.7000	6.1195	0.1432	-1.4195	0.945	-1.503				***		0.026	-1.5126	0.0225	0.9966	-0.2293	-0.1997	0.1708	
7	5.7000	5.2270	0.2452	0.4730	0.923	0.512				*		0.009	0.5103	0.0659	1.0869	0.1355	0.1332	-0.1248	
8	6.3000	6.5360	0.1083	-0.2360	0.949	-0.249						0.000	-0.2474	0.0129	1.0327	-0.0282	-0.0184	0.0133	
9	7.0000	7.6665	0.1383	-0.6665	0.945	-0.705				*		0.005	-0.7032	0.0209	1.0320	-0.1029	0.0573	-0.0744	
10	5.5000	7.3095	0.1089	-1.8095	0.949	-1.906				***		0.024	-1.9329	0.0130	0.9589	-0.2218	0.0620	-0.1065	
11	7.4000	6.5360	0.1083	0.8640	0.949	0.910				*		0.005	0.9094	0.0129	1.0166	0.1038	0.0675	-0.0489	
12	6.0000	6.0005	0.1554	-0.000520	0.943	-0.0006						0.000	-0.000549	0.0264	1.0485	-0.0001	-0.0001	0.0001	
13	8.4000	7.7855	0.1502	0.6145	0.944	0.651				*		0.005	0.6494	0.0247	1.0375	0.1034	-0.0637	0.0797	
14	7.6000	6.9525	0.0956	0.6475	0.951	0.681				*		0.002	0.6793	0.0100	1.0213	0.0684	0.0115	0.0033	
15	8.0000	7.7855	0.1502	0.2145	0.944	0.227						0.001	0.2262	0.0247	1.0455	0.0360	-0.0222	0.0278	
16	6.6000	7.7260	0.1441	-1.1260	0.944	-1.192				**		0.017	-1.1948	0.0228	1.0144	-0.1823	0.1072	-0.1365	
17	6.4000	7.2500	0.1053	-0.8500	0.950	-0.895				*		0.005	-0.8942	0.0122	1.0165	-0.0992	0.0214	-0.0418	
18	7.4000	7.9640	0.1692	-0.5640	0.940	-0.600				*		0.006	-0.5979	0.0314	1.0461	-0.1076	0.0736	-0.0888	
19	6.8000	7.4880	0.1222	-0.6880	0.948	-0.726				*		0.004	-0.7243	0.0163	1.0266	-0.0934	0.0411	-0.0582	
20	7.6000	7.4880	0.1222	0.1120	0.948	0.118						0.000	0.1176	0.0163	1.0374	0.0152	-0.0067	0.0094	
21	5.4000	6.7740	0.0975	-1.3740	0.950	-1.446				**		0.011	-1.4539	0.0104	0.9879	-0.1491	-0.0603	0.0294	
22	9.9000	7.1905	0.1022	2.7095	0.950	2.852					*****		0.047	2.9635	0.0115	0.8682	0.3190	-0.0466	0.1135
23	7.0000	6.7145	0.0993	0.2855	0.950	0.300						0.000	0.2991	0.0108	1.0300	0.0313	0.0148	-0.0086	
24	8.6000	7.9640	0.1692	0.6360	0.940	0.676				*		0.007	0.6745	0.0314	1.0440	0.1214	-0.0831	0.1002	
25	4.8000	6.4765	0.1123	-1.6765	0.949	-1.767				***		0.022	-1.7867	0.0138	0.9701	-0.2114	-0.1472	0.1110	
26	6.6000	7.3095	0.1089	-0.7095	0.949	-0.748				*		0.004	-0.7458	0.0130	1.0224	-0.0856	0.0239	-0.0411	
27	6.3000	7.1310	0.0997	-0.8310	0.950	-0.875				*		0.004	-0.8735	0.0109	1.0159	-0.0916	0.0066	-0.0262	
28	5.4000	6.9525	0.0956	-1.5525	0.951	-1.633				***		0.014	-1.6474	0.0100	0.9757	-0.1658	-0.0279	-0.0080	
29	6.3000	7.2500	0.1053	-0.9500	0.950	-1.000				**		0.006	-1.0005	0.0122	1.0123	-0.1110	0.0239	-0.0467	
30	5.4000	6.0600	0.1492	-0.6600	0.944	-0.699				*		0.006	-0.6976	0.0244	1.0358	-0.1103	-0.0979	0.0847	
31	6.1000	6.2385	0.1318	-0.1385	0.946	-0.146						0.000	-0.1457	0.0190	1.0401	-0.0203	-0.0168	0.0140	
32	6.4000	6.3575	0.1214	0.0425	0.948	0.0448						0.000	0.0446	0.0161	1.0374	0.0057	0.0044	-0.0035	
33	5.4000	6.8335	0.0962	-1.4335	0.951	-1.508				***		0.012	-1.5181	0.0101	0.9839	-0.1536	-0.0505	0.0180	
34	7.3000	7.0715	0.0977	0.2285	0.950	0.240						0.000	0.2393	0.0105	1.0303	0.0246	0.0001	0.0052	
35	6.3000	6.0005	0.1554	0.2995	0.943	0.318						0.001	0.3162	0.0264	1.0463	0.0521	0.0471	-0.0411	
36	5.4000	6.2385	0.1318	-0.8385	0.946	-0.886				*		0.008	-0.8852	0.0190	1.0239	-0.1233	-0.1022	0.0849	
37	7.1000	6.4170	0.1166	0.6830	0.948	0.720				*		0.004	0.7185	0.0149	1.0252	0.0884	0.0651	-0.0507	
38	8.7000	8.0235	0.1759	0.6765	0.939	0.720				*		0.009	0.7186	0.0339	1.0454	0.1346	-0.0945	0.1130	
39	7.6000	7.3690	0.1129	0.2310	0.949	0.243						0.000	0.2423	0.0140	1.0339	0.0288	-0.0098	0.0154	
40	6.0000	6.5360	0.1083	-0.5360	0.949	-0.565				*		0.002	-0.5627	0.0129	1.0273	-0.0642	-0.0417	0.0302	
41	7.0000	6.9525	0.0956	0.0475	0.951	0.0500						0.000	0.0497	0.0100	1.0310	0.0050	0.0008	0.0002	

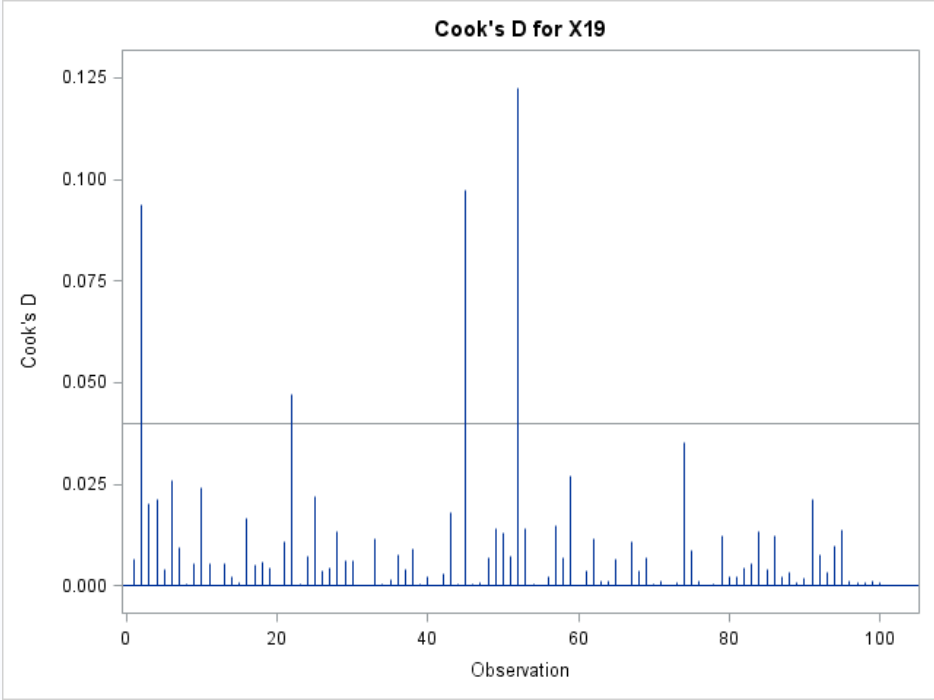
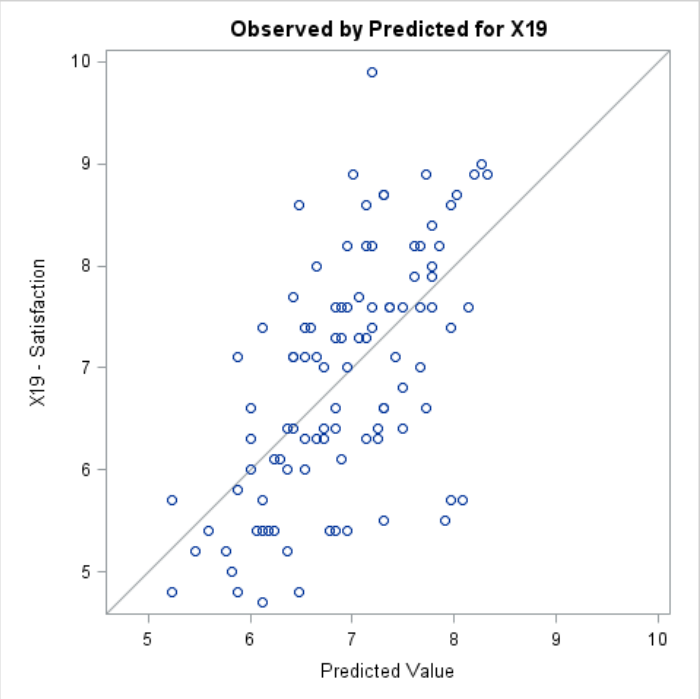
42	7.6000	6.8930	0.0956	0.7070	0.951	0.744		*		0.003	0.7420	0.0100	1.0194	0.0746	0.0186	-0.0026
43	8.9000	7.7260	0.1441	1.1740	0.944	1.243		**		0.018	1.2466	0.0228	1.0118	0.1902	-0.1119	0.1424
44	7.6000	7.7855	0.1502	-0.1855	0.944	-0.197				0.000	-0.1956	0.0247	1.0458	-0.0311	0.0192	-0.0240
45	5.5000	7.9045	0.1627	-2.4045	0.941	-2.554		*****		0.097	-2.6301	0.0290	0.9159	-0.4547	0.3018	-0.3681
46	7.4000	7.1905	0.1022	0.2095	0.950	0.221				0.000	0.2195	0.0115	1.0315	0.0236	-0.0034	0.0084
47	7.1000	7.4285	0.1174	-0.3285	0.948	-0.346				0.001	-0.3449	0.0151	1.0338	-0.0427	0.0167	-0.0248
48	7.6000	8.1425	0.1894	-0.5425	0.936	-0.579		*		0.007	-0.5774	0.0393	1.0552	-0.1168	0.0857	-0.1008
49	8.7000	7.3095	0.1089	1.3905	0.949	1.465		**		0.014	1.4737	0.0130	0.9894	0.1691	-0.0473	0.0812
50	8.6000	7.1310	0.0997	1.4690	0.950	1.546		***		0.013	1.5572	0.0109	0.9822	0.1634	-0.0117	0.0466
51	5.4000	6.1790	0.1374	-0.7790	0.945	-0.824		*		0.007	-0.8226	0.0207	1.0279	-0.1195	-0.1018	0.0859
52	5.7000	8.0830	0.1826	-2.3830	0.938	-2.541		*****		0.122	-2.6158	0.0365	0.9244	-0.5093	0.3663	-0.4340
53	8.7000	7.3095	0.1089	1.3905	0.949	1.465		**		0.014	1.4737	0.0130	0.9894	0.1691	-0.0473	0.0812
54	6.1000	6.2980	0.1264	-0.1980	0.947	-0.209				0.000	-0.2081	0.0175	1.0380	-0.0278	-0.0223	0.0182
55	7.3000	7.1310	0.0997	0.1690	0.950	0.178				0.000	0.1770	0.0109	1.0313	0.0186	-0.0013	0.0053
56	7.7000	7.0715	0.0977	0.6285	0.950	0.661		*		0.002	0.6594	0.0105	1.0223	0.0678	0.0004	0.0142
57	9.0000	8.2615	0.2033	0.7385	0.934	0.791		*		0.015	0.7896	0.0453	1.0555	0.1719	-0.1308	0.1518
58	8.2000	7.1310	0.0997	1.0690	0.950	1.125		**		0.007	1.1266	0.0109	1.0055	0.1182	-0.0085	0.0337
59	7.1000	5.8815	0.1682	1.2185	0.940	1.296		**		0.027	1.3002	0.0310	1.0176	0.2325	0.2154	-0.1914
60	7.9000	7.7855	0.1502	0.1145	0.944	0.121				0.000	0.1207	0.0247	1.0463	0.0192	-0.0118	0.0148
61	6.6000	7.3095	0.1089	-0.7095	0.949	-0.748		*		0.004	-0.7458	0.0130	1.0224	-0.0856	0.0239	-0.0411
62	8.0000	6.6550	0.1018	1.3450	0.950	1.416		**		0.012	1.4233	0.0114	0.9906	0.1525	0.0823	-0.0526
63	6.3000	6.7145	0.0993	-0.4145	0.950	-0.436				0.001	-0.4344	0.0108	1.0279	-0.0454	-0.0216	0.0124
64	6.0000	6.3575	0.1214	-0.3575	0.948	-0.377				0.001	-0.3756	0.0161	1.0345	-0.0481	-0.0371	0.0297
65	5.4000	6.1195	0.1432	-0.7195	0.945	-0.762		*		0.007	-0.7601	0.0225	1.0318	-0.1152	-0.1004	0.0858
66	7.6000	7.6665	0.1383	-0.0665	0.945	-0.0703				0.000	-0.0700	0.0209	1.0425	-0.0102	0.0057	-0.0074
67	6.4000	7.4880	0.1222	-1.0880	0.948	-1.148		**		0.011	-1.1501	0.0163	1.0100	-0.1483	0.0652	-0.0924
68	6.1000	6.8930	0.0956	-0.7930	0.951	-0.834		*		0.004	-0.8329	0.0100	1.0165	-0.0838	-0.0209	0.0029
69	5.2000	5.7625	0.1815	-0.5625	0.938	-0.600		*		0.007	-0.5977	0.0361	1.0512	-0.1157	-0.1092	0.0983
70	6.6000	6.8335	0.0962	-0.2335	0.951	-0.246				0.000	-0.2445	0.0101	1.0299	-0.0247	-0.0081	0.0029
71	7.6000	7.1905	0.1022	0.4095	0.950	0.431				0.001	0.4293	0.0115	1.0286	0.0462	-0.0067	0.0164
72	5.8000	5.8815	0.1682	-0.0815	0.940	-0.0867				0.000	-0.0862	0.0310	1.0532	-0.0154	-0.0143	0.0127
73	7.9000	7.6070	0.1326	0.2930	0.946	0.310				0.001	0.3082	0.0193	1.0388	0.0432	-0.0226	0.0300
74	8.6000	6.4765	0.1123	2.1235	0.949	2.238		****		0.035	2.2859	0.0138	0.9319	0.2705	0.1884	-0.1421
75	8.2000	6.9525	0.0956	1.2475	0.951	1.312		**		0.009	1.3173	0.0100	0.9951	0.1325	0.0223	0.0064
76	7.1000	6.6550	0.1018	0.4450	0.950	0.468				0.001	0.4666	0.0114	1.0278	0.0500	0.0270	-0.0172
77	6.4000	6.4170	0.1166	-0.0170	0.948	-0.0179				0.000	-0.0179	0.0149	1.0362	-0.0022	-0.0016	0.0013
78	7.6000	7.3690	0.1129	0.2310	0.949	0.243				0.000	0.2423	0.0140	1.0339	0.0288	-0.0098	0.0154
79	8.9000	8.2020	0.1963	0.6980	0.935	0.747		*		0.012	0.7448	0.0422	1.0536	0.1564	-0.1170	0.1366
80	5.7000	6.1195	0.1432	-0.4195	0.945	-0.444				0.002	-0.4423	0.0225	1.0400	-0.0670	-0.0584	0.0499
81	7.1000	6.5360	0.1083	0.5640	0.949	0.594		*		0.002	0.5922	0.0129	1.0266	0.0676	0.0439	-0.0318
82	7.4000	6.5955	0.1048	0.8045	0.950	0.847		*		0.004	0.8459	0.0120	1.0181	0.0934	0.0558	-0.0384
83	6.6000	6.0005	0.1554	0.5995	0.943	0.636		*		0.005	0.6340	0.0264	1.0398	0.1045	0.0943	-0.0824
84	5.0000	5.8220	0.1748	-0.8220	0.939	-0.875		*		0.013	-0.8741	0.0335	1.0396	-0.1627	-0.1522	0.1362
85	8.2000	7.6070	0.1326	0.5930	0.946	0.627		*		0.004	0.6248	0.0193	1.0325	0.0876	-0.0457	0.0608
86	5.2000	6.3575	0.1214	-1.1575	0.948	-1.221		**		0.012	-1.2246	0.0161	1.0061	-0.1568	-0.1211	0.0967
87	5.2000	5.4650	0.2163	-0.2650	0.931	-0.285				0.002	-0.2835	0.0513	1.0741	-0.0659	-0.0640	0.0591
88	8.2000	7.6665	0.1383	0.5335	0.945	0.564		*		0.003	0.5624	0.0209	1.0358	0.0823	-0.0458	0.0595

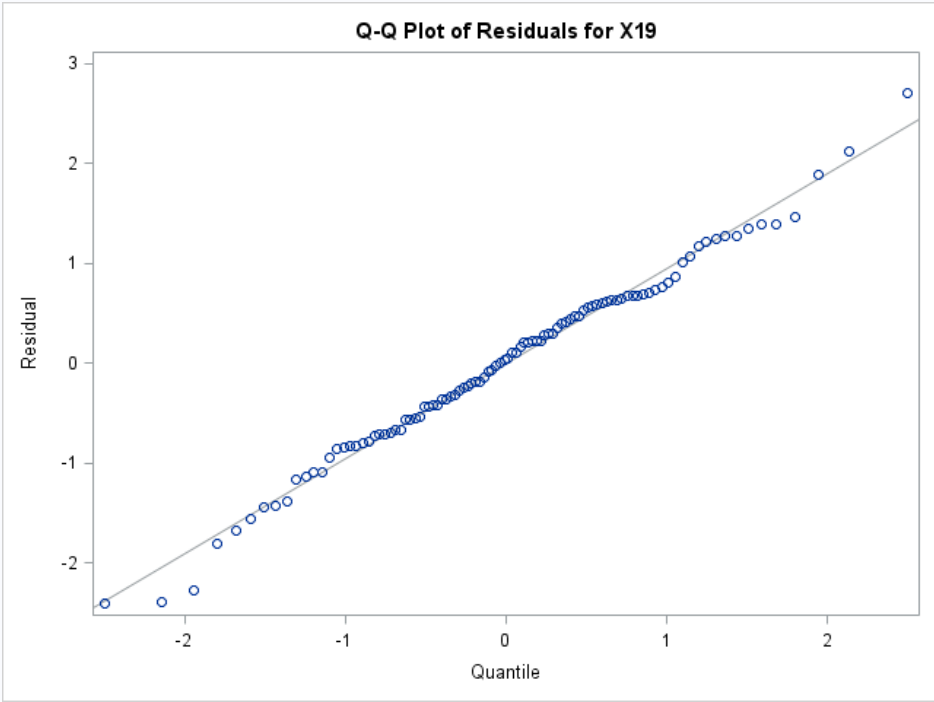
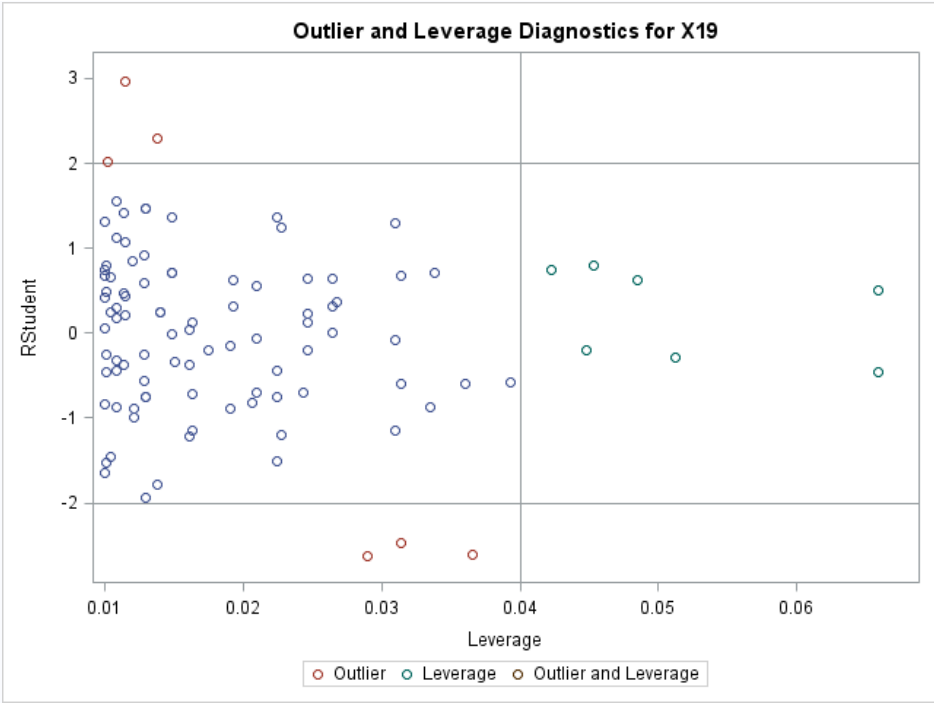
89	7.3000	6.8930	0.0956	0.4070	0.951	0.428				0.001	0.4264	0.0100	1.0272	0.0429	0.0107	-0.0015
90	8.2000	7.8450	0.1564	0.3550	0.942	0.377				0.002	0.3750	0.0268	1.0458	0.0622	-0.0399	0.0493
91	7.4000	6.1195	0.1432	1.2805	0.945	1.356			**	0.021	1.3615	0.0225	1.0054	0.2064	0.1798	-0.1537
92	4.8000	5.2270	0.2452	-0.4270	0.923	-0.462				0.008	-0.4606	0.0659	1.0879	-0.1223	-0.1203	0.1126
93	7.6000	6.8335	0.0962	0.7665	0.951	0.806			*	0.003	0.8049	0.0101	1.0175	0.0815	0.0268	-0.0096
94	8.9000	8.3210	0.2103	0.5790	0.932	0.621			*	0.010	0.6193	0.0485	1.0643	0.1398	-0.1079	0.1245
95	7.7000	6.4170	0.1166	1.2830	0.948	1.353			**	0.014	1.3589	0.0149	0.9978	0.1671	0.1232	-0.0959
96	7.3000	6.8335	0.0962	0.4665	0.951	0.491				0.001	0.4889	0.0101	1.0261	0.0495	0.0163	-0.0058
97	6.3000	6.6550	0.1018	-0.3550	0.950	-0.374				0.001	-0.3721	0.0114	1.0295	-0.0399	-0.0215	0.0138
98	5.4000	5.5840	0.2021	-0.1840	0.934	-0.197				0.001	-0.1961	0.0448	1.0677	-0.0425	-0.0409	0.0374
99	6.4000	6.8335	0.0962	-0.4335	0.951	-0.456				0.001	-0.4542	0.0101	1.0268	-0.0460	-0.0151	0.0054
100	6.4000	6.7145	0.0993	-0.3145	0.950	-0.331				0.001	-0.3295	0.0108	1.0296	-0.0344	-0.0163	0.0094

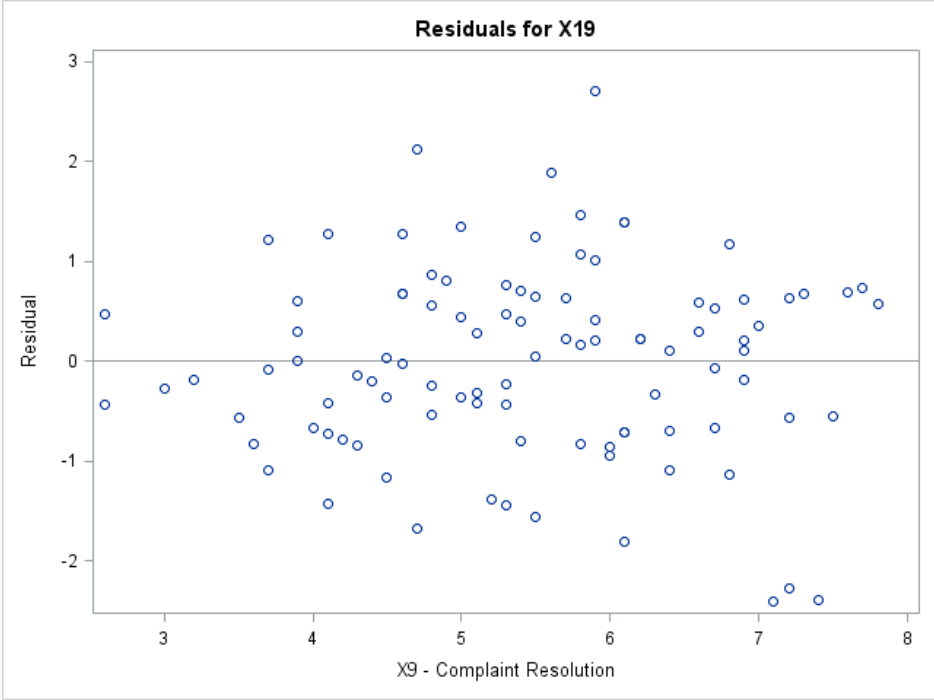
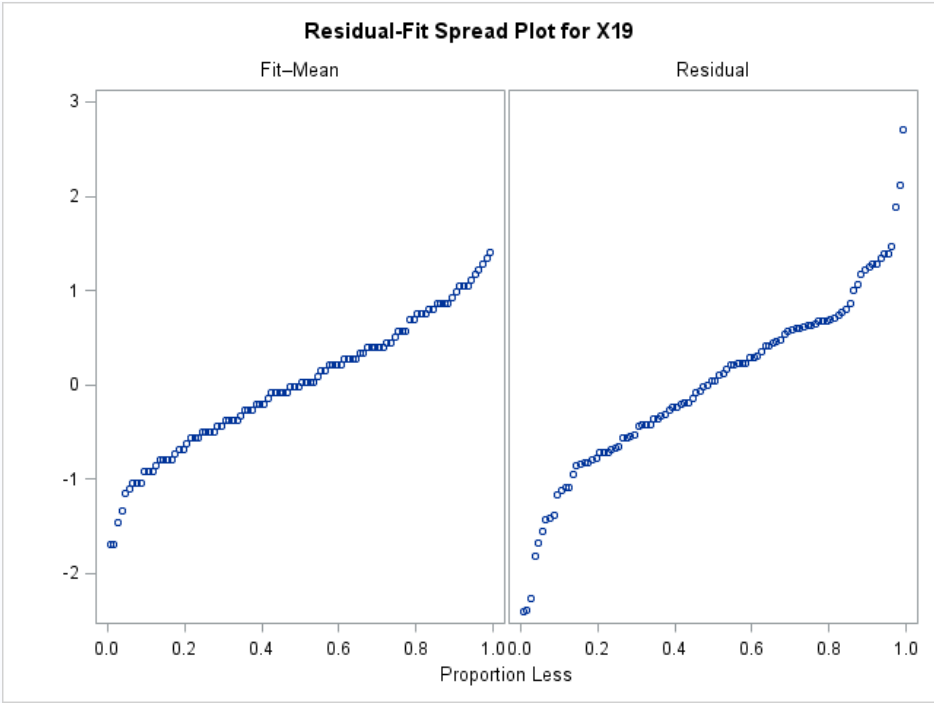
Sum of Residuals	0
Sum of Squared Residuals	89.44959
Predicted Residual SS (PRESS)	92.99072

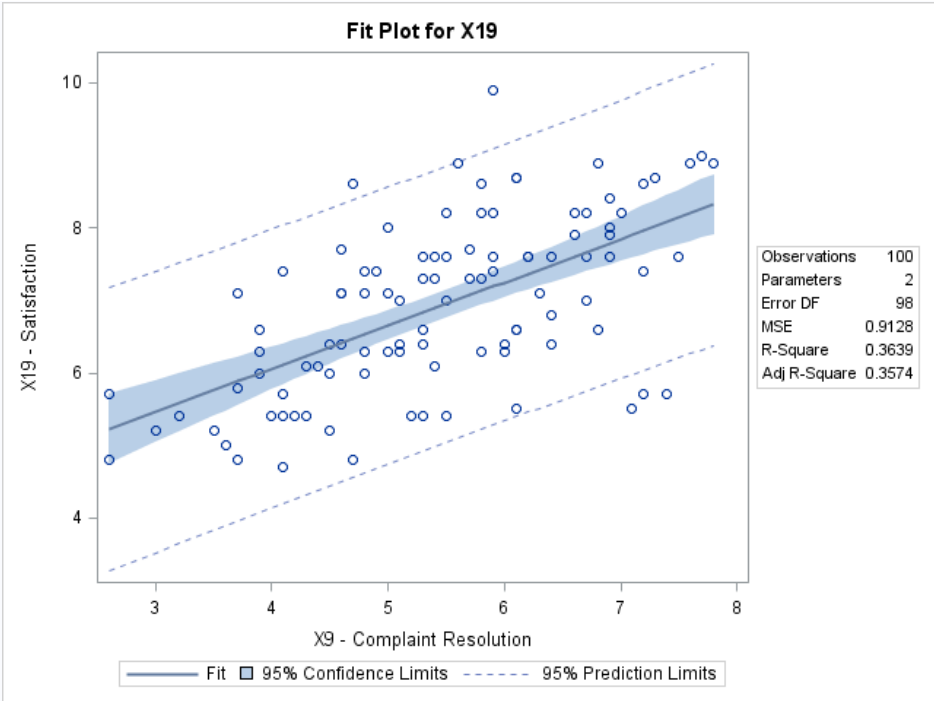




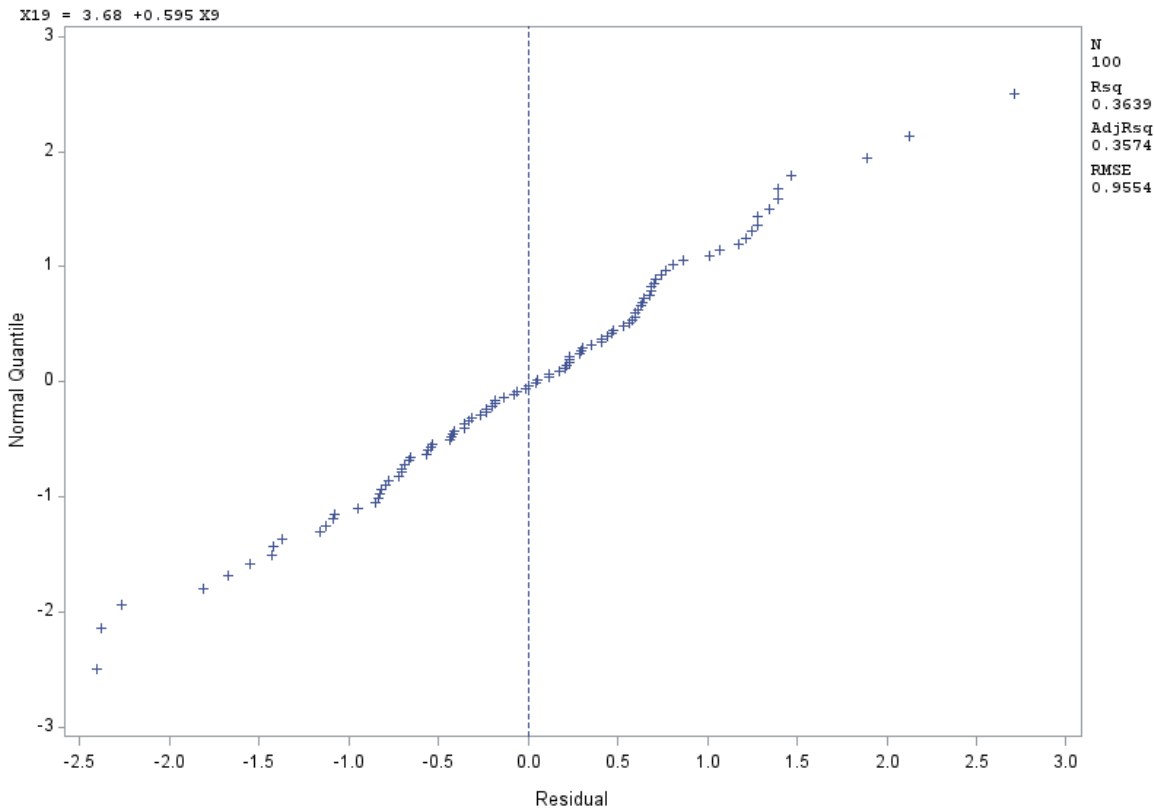




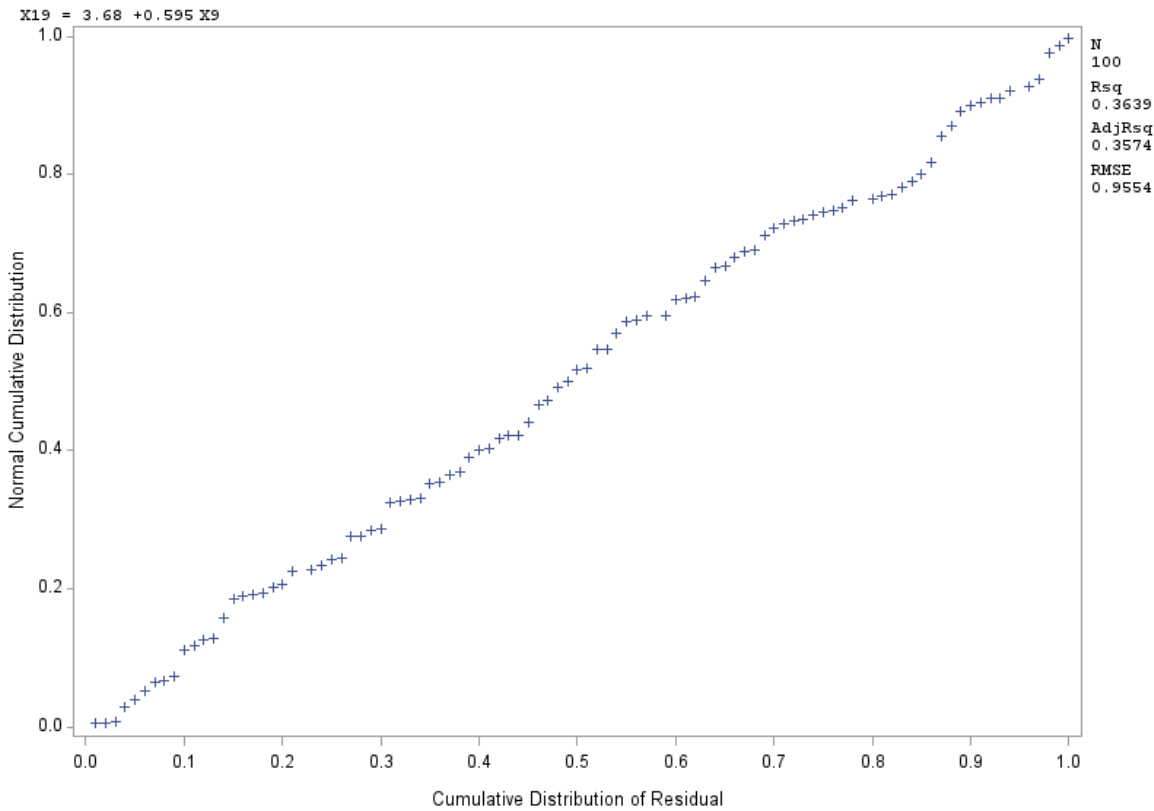




The REG Procedure



The REG Procedure



The SAS System

The REG Procedure

Number of Observations Read	100
Number of Observations Used	100

Descriptive Statistics						
Variable	Sum	Mean	Uncorrected SS	Variance	Standard Deviation	Label
Intercept	100.00000	1.00000	100.00000	0	0	Intercept
X6	781.00000	7.81000	6292.62000	1.94960	1.39628	X6 - Product Quality
X7	367.20000	3.67200	1396.94000	0.49072	0.70052	X7 - E-Commerce
X8	536.50000	5.36500	3110.21000	2.34230	1.53046	X8 - Technical Support
X9	544.20000	5.44200	3106.10000	1.46024	1.20840	X9 - Complaint Resolution
X10	401.00000	4.01000	1733.74000	1.27000	1.12694	X10 - Advertizing
X11	580.50000	5.80500	3541.07000	1.72997	1.31529	X11 - Product Line
X12	512.30000	5.12300	2738.35000	1.14987	1.07232	X12 - Salesforce Image
X13	697.40000	6.97400	5100.00000	2.38720	1.54506	X13 - Competitive Pricing
X14	604.30000	6.04300	3718.31000	0.67197	0.81974	X14 - Warranty & Claims
X15	515.00000	5.15000	2872.94000	2.22919	1.49305	X15 - New Products
X16	427.80000	4.27800	1915.54000	0.86274	0.92884	X16 - Order & Billing
X17	461.00000	4.61000	2269.20000	1.45444	1.20600	X17 - Price Flexibility
X18	388.60000	3.88600	1563.50000	0.53940	0.73444	X18 - Delivery Speed
X19	691.80000	6.91800	4926.50000	1.42048	1.19184	X19 - Satisfaction

Correlation															
Variable	Label	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19
X6	X6 - Product Quality	1.0000	-0.1372	0.0956	0.1064	-0.0535	0.4775	-0.1518	-0.4013	0.0883	0.0270	0.1043	-0.4931	0.0277	0.4863
X7	X7 - E-Commerce	-0.1372	1.0000	0.0009	0.1402	0.4299	-0.0527	0.7915	0.2295	0.0519	-0.0274	0.1561	0.2707	0.1916	0.2827
X8	X8 - Technical Support	0.0956	0.0009	1.0000	0.0967	-0.0629	0.1926	0.0170	-0.2708	0.7972	-0.0736	0.0801	-0.1861	0.0254	0.1126
X9	X9 - Complaint Resolution	0.1064	0.1402	0.0967	1.0000	0.1969	0.5614	0.2298	-0.1280	0.1404	0.0594	0.7569	0.3945	0.8651	0.6033
X10	X10 - Advertizing	-0.0535	0.4299	-0.0629	0.1969	1.0000	-0.0116	0.5422	0.1342	0.0108	0.0842	0.1842	0.3336	0.2759	0.3047
X11	X11 - Product Line	0.4775	-0.0527	0.1926	0.5614	-0.0116	1.0000	-0.0613	-0.4949	0.2731	0.0462	0.4244	-0.3780	0.6019	0.5505
X12	X12 - Salesforce Image	-0.1518	0.7915	0.0170	0.2298	0.5422	-0.0613	1.0000	0.2646	0.1075	0.0316	0.1951	0.3522	0.2716	0.5002
X13	X13 - Competitive Pricing	-0.4013	0.2295	-0.2708	-0.1280	0.1342	-0.4949	0.2646	1.0000	-0.2450	0.0232	-0.1146	0.4711	-0.0729	-0.2083
X14	X14 - Warranty & Claims	0.0883	0.0519	0.7972	0.1404	0.0108	0.2731	0.1075	-0.2450	1.0000	0.0352	0.1971	-0.1703	0.1094	0.1775
X15	X15 - New Products	0.0270	-0.0274	-0.0736	0.0594	0.0842	0.0462	0.0316	0.0232	0.0352	1.0000	0.0685	0.0941	0.1057	0.0709
X16	X16 - Order & Billing	0.1043	0.1561	0.0801	0.7569	0.1842	0.4244	0.1951	-0.1146	0.1971	0.0685	1.0000	0.4070	0.7510	0.5217
X17	X17 - Price Flexibility	-0.4931	0.2707	-0.1861	0.3945	0.3336	-0.3780	0.3522	0.4711	-0.1703	0.0941	0.4070	1.0000	0.4967	0.0560
X18	X18 - Delivery Speed	0.0277	0.1916	0.0254	0.8651	0.2759	0.6019	0.2716	-0.0729	0.1094	0.1057	0.7510	0.4967	1.0000	0.5770
X19	X19 - Satisfaction	0.4863	0.2827	0.1126	0.6033	0.3047	0.5505	0.5002	-0.2083	0.1775	0.0709	0.5217	0.0560	0.5770	1.0000

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Stepwise Selection: Step 1

Variable X9 Entered: R-Square = 0.3639 and C(p) = 182.8851

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	51.17801	51.17801	56.07	<.0001
Error	98	89.44959	0.91275		
Corrected Total	99	140.62760			

Variable	Parameter Estimate	Standard Error	Type II SS	F Value	Pr > F
Intercept	3.68005	0.44285	63.03037	69.06	<.0001
X9	0.59499	0.07946	51.17801	56.07	<.0001

Bounds on condition number: 1, 1

Stepwise Selection: Step 2

Variable X6 Entered: R-Square = 0.5442 and C(p) = 105.8527

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	2	76.52686	38.26343	57.90	<.0001
Error	97	64.10074	0.66083		
Corrected Total	99	140.62760			

Variable	Parameter Estimate	Standard Error	Type II SS	F Value	Pr > F
Intercept	1.07733	0.56443	2.40746	3.64	0.0593
X6	0.36447	0.05885	25.34885	38.36	<.0001
X9	0.55020	0.06800	43.26674	65.47	<.0001

Bounds on condition number: 1.0114, 4.0458

Stepwise Selection: Step 3

Variable X12 Entered: R-Square = 0.7526 and C(p) = 16.4818

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	3	105.83315	35.27772	97.33	<.0001
Error	96	34.79445	0.36244		
Corrected Total	99	140.62760			

Variable	Parameter Estimate	Standard Error	Type II SS	F Value	Pr > F
Intercept	-1.56899	0.51122	3.41407	9.42	0.0028
X6	0.43706	0.04432	35.24225	97.24	<.0001
X9	0.43318	0.05201	25.14068	69.36	<.0001
X12	0.53020	0.05896	29.30630	80.86	<.0001

Bounds on condition number: 1.0919, 9.6513

Stepwise Selection: Step 4

Variable X7 Entered: R-Square = 0.7726 and C(p) = 9.7163

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	108.64461	27.16115	80.68	<.0001
Error	95	31.98299	0.33666		
Corrected Total	99	140.62760			

Variable	Parameter Estimate	Standard Error	Type II SS	F Value	Pr > F
Intercept	-1.10570	0.51813	1.53320	4.55	0.0354
X6	0.43482	0.04272	34.87157	103.58	<.0001
X7	-0.39468	0.13658	2.81146	8.35	0.0048
X9	0.42350	0.05024	23.92242	71.06	<.0001
X12	0.73635	0.09121	21.94439	65.18	<.0001

Bounds on condition number: 2.8128, 30.539

Stepwise Selection: Step 5

Variable X11 Entered: R-Square = 0.7908 and C(p) = 3.7320

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	5	111.20549	22.24110	71.06	<.0001
Error	94	29.42211	0.31300		
Corrected Total	99	140.62760			

Variable	Parameter Estimate	Standard Error	Type II SS	F Value	Pr > F
Intercept	-1.15106	0.49984	1.65991	5.30	0.0235
X6	0.36900	0.04719	19.14018	61.15	<.0001
X7	-0.41714	0.13192	3.12934	10.00	0.0021
X9	0.31896	0.06068	8.64821	27.63	<.0001
X11	0.17435	0.06095	2.56088	8.18	0.0052
X12	0.77513	0.08898	23.75201	75.88	<.0001

Bounds on condition number: 2.8796, 53.438

All variables left in the model are significant at the 0.1500 level.

No other variable met the 0.0500 significance level for entry into the model.

Summary of Stepwise Selection									
Step	Variable Entered	Variable Removed	Label	Number Vars In	Partial R-Square	Model R-Square	C(p)	F Value	Pr > F
1	X9		X9 - Complaint Resolution	1	0.3639	0.3639	182.885	56.07	<.0001
2	X6		X6 - Product Quality	2	0.1803	0.5442	105.853	38.36	<.0001
3	X12		X12 - Salesforce Image	3	0.2084	0.7526	16.4818	80.86	<.0001
4	X7		X7 - E-Commerce	4	0.0200	0.7726	9.7163	8.35	0.0048
5	X11		X11 - Product Line	5	0.0182	0.7908	3.7320	8.18	0.0052

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	5	111.20549	22.24110	71.06	<.0001
Error	94	29.42211	0.31300		
Corrected Total	99	140.62760			

Root MSE	0.55947	R-Square	0.7908
Dependent Mean	6.91800	Adj R-Sq	0.7797
Coeff Var	8.08709		

Parameter Estimates									
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t	Standardized Estimate	Tolerance	Variance Inflation
Intercept	Intercept	1	-1.15106	0.49984	-2.30	0.0235	0	.	0
X6	X6 - Product Quality	1	0.36900	0.04719	7.82	<.0001	0.43230	0.72831	1.37305
X7	X7 - E-Commerce	1	-0.41714	0.13192	-3.16	0.0021	-0.24518	0.37019	2.70133
X9	X9 - Complaint Resolution	1	0.31896	0.06068	5.26	<.0001	0.32340	0.58801	1.70065
X11	X11 - Product Line	1	0.17435	0.06095	2.86	0.0052	0.19241	0.49188	2.03302
X12	X12 - Salesforce Image	1	0.77513	0.08898	8.71	<.0001	0.69740	0.34727	2.87960

The SAS System

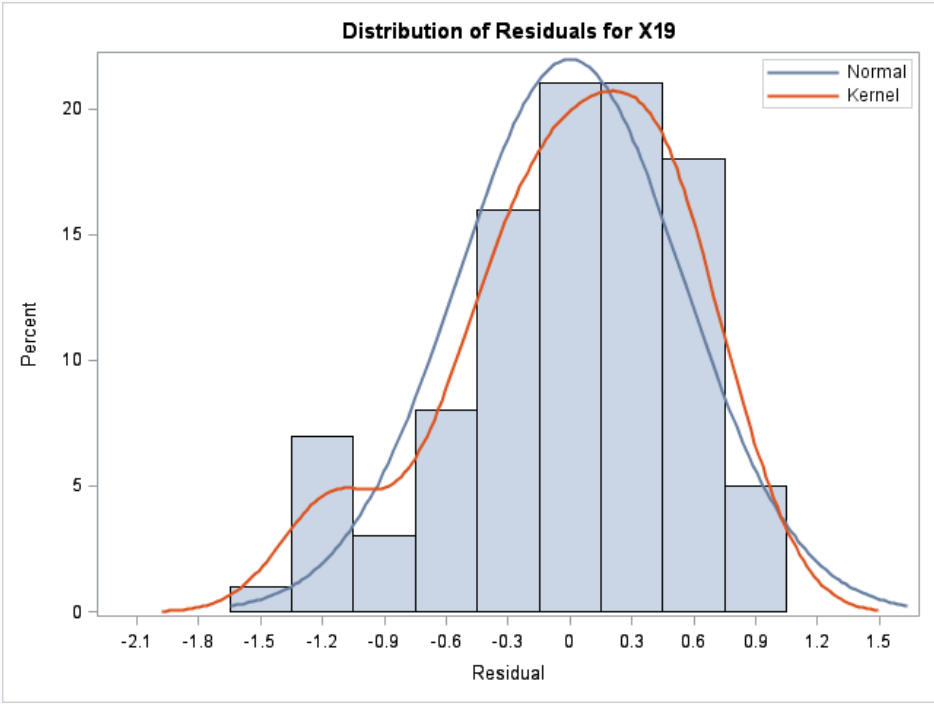
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

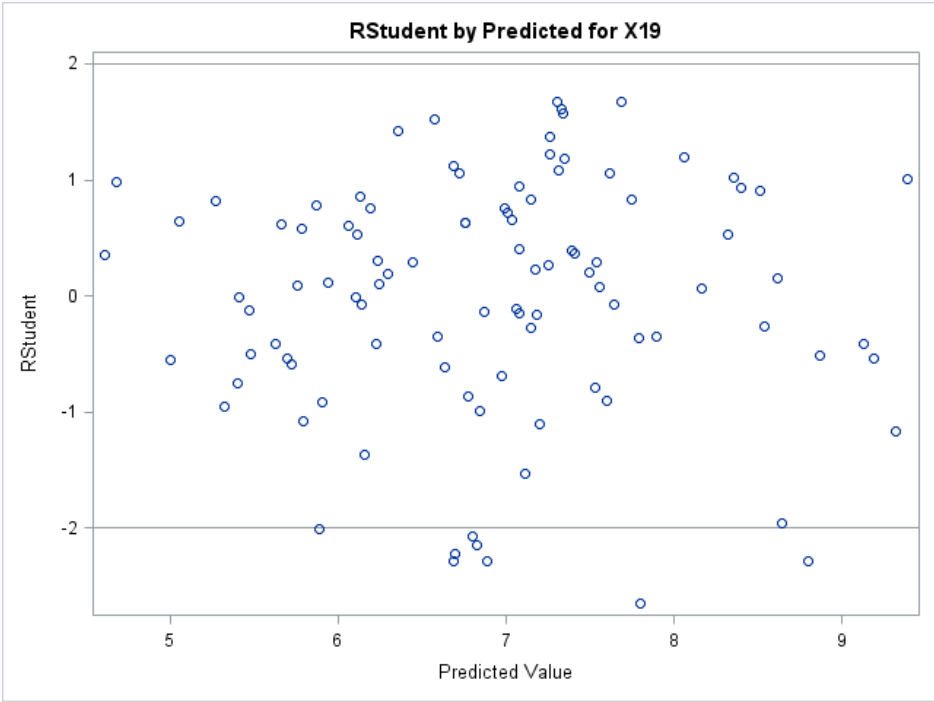
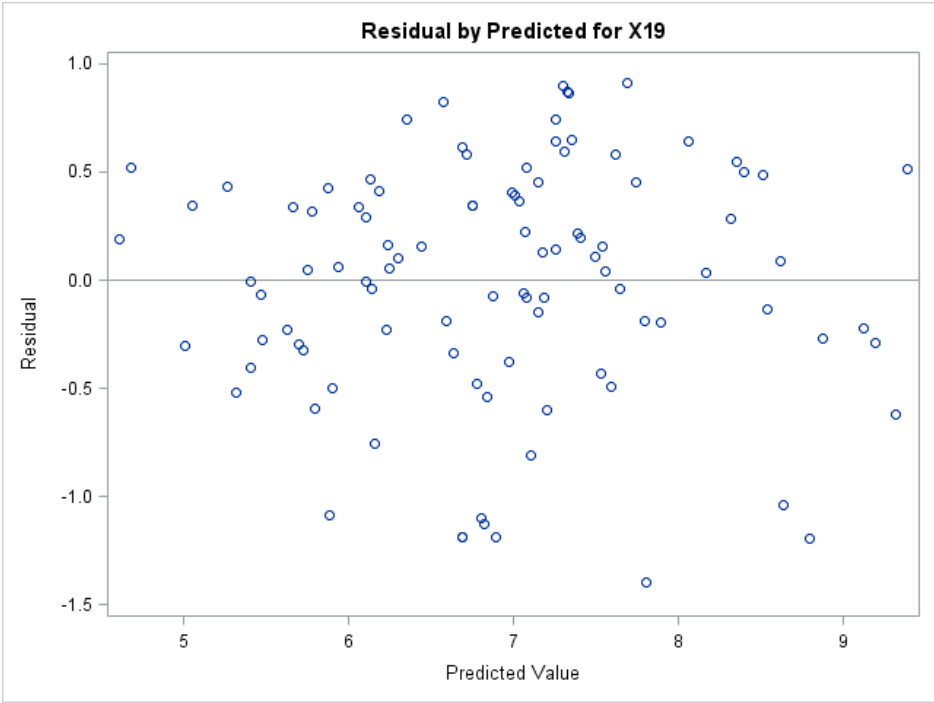
Output Statistics																				
Obs	Dependent Variable	Predicted Value	Std Error Mean Predict	Residual	Std Error Residual	Student Residual				Cook's D	RStudent	Hat Diag H	Cov Ratio	DFFITS	DFBETAS					
							-2	-1	0						1	2	Intercept	X6	X7	X9
1	8.2000	7.7456	0.1156	0.4544	0.547	0.830		*		0.005	0.8287	0.0427	1.0657	0.1749	-0.0519	0.1015	-0.0358	0.0757	-0.1176	0.0597
2	5.7000	6.8253	0.1675	-1.1253	0.534	-2.108		****		0.073	-2.1482	0.0896	0.8759	-0.6741	-0.1007	0.1253	-0.0605	-0.2733	-0.1396	0.3521
3	8.9000	8.3976	0.1410	0.5024	0.541	0.928				0.010	0.9272	0.0635	1.0775	0.2415	-0.0544	0.0327	-0.1454	-0.0941	0.1212	0.1736
4	4.8000	5.3217	0.1154	-0.5217	0.547	-0.953		*		0.007	-0.9525	0.0425	1.0506	-0.2007	-0.1592	0.0989	0.0247	0.1186	-0.0404	0.0019
5	7.1000	6.7531	0.0880	0.3469	0.553	0.628				0.002	0.6258	0.0247	1.0661	0.0997	0.0024	0.0434	0.0053	-0.0413	0.0102	-0.0135
6	4.7000	5.0049	0.1242	-0.3049	0.546	-0.559		*		0.003	-0.5569	0.0493	1.0994	-0.1268	-0.1139	0.0402	0.0212	0.0163	0.0255	0.0313
7	5.7000	5.2676	0.1757	0.4324	0.531	0.814				0.012	0.8125	0.0986	1.1338	0.2688	0.1125	0.0436	-0.0308	-0.0888	-0.1305	0.0502
8	6.3000	5.8720	0.1247	0.4280	0.545	0.785				0.005	0.7831	0.0497	1.0786	0.1790	0.1124	-0.0289	-0.0665	0.0338	-0.1023	0.0357
9	7.0000	7.1489	0.1319	-0.1489	0.544	-0.274				0.001	-0.2726	0.0556	1.1236	-0.0661	-0.0199	0.0415	0.0272	-0.0192	-0.0079	-0.0240
10	5.5000	6.6911	0.1134	-1.1911	0.548	-2.174		****		0.034	-2.2191	0.0411	0.8159	-0.4593	0.0136	0.2035	-0.2840	-0.1117	-0.0135	0.1858
11	7.4000	7.0066	0.1008	0.3934	0.550	0.715				0.003	0.7130	0.0324	1.0666	0.1306	0.0170	0.0021	-0.0403	-0.0791	0.0781	0.0282
12	6.0000	5.9406	0.1502	0.0594	0.539	0.110				0.000	0.1096	0.0720	1.1482	0.0305	0.0033	-0.0068	0.0139	-0.0109	-0.0026	-0.0015
13	8.4000	8.5382	0.2067	-0.1382	0.520	-0.266				0.002	-0.2645	0.1365	1.2293	-0.1052	0.0780	-0.0392	-0.0810	-0.0268	0.0105	0.0400
14	7.6000	7.5564	0.1520	0.0436	0.538	0.0810				0.000	0.0806	0.0738	1.1507	0.0227	-0.0065	-0.0015	0.0069	-0.0103	0.0176	-0.0042
15	8.0000	7.2562	0.1350	0.7438	0.543	1.370				0.019	1.3764	0.0582	1.0032	0.3423	-0.0399	-0.1981	0.1428	0.0768	0.1170	-0.0769
16	6.6000	7.1988	0.1315	-0.5988	0.544	-1.101		**		0.012	-1.1024	0.0552	1.0440	-0.2665	0.0190	0.0113	-0.0641	-0.0847	-0.0755	0.1443
17	6.4000	6.1096	0.1193	0.2904	0.547	0.531				0.002	0.5293	0.0455	1.0971	0.1155	0.0417	-0.0795	0.0431	0.0293	0.0065	-0.0469
18	7.4000	6.9914	0.1378	0.4086	0.542	0.754				0.006	0.7518	0.0606	1.0946	0.1910	0.0160	-0.1170	0.0465	0.0887	0.0246	-0.0462
19	6.8000	6.8730	0.1373	-0.0730	0.542	-0.135				0.000	-0.1338	0.0602	1.1333	-0.0339	-0.0147	0.0225	0.0168	-0.0069	-0.0045	-0.0132
20	7.6000	8.7986	0.1577	-1.1986	0.537	-2.233		****		0.072	-2.2823	0.0795	0.8352	-0.6706	0.3935	-0.3995	0.0781	-0.2259	0.3197	-0.3052
21	5.4000	5.4666	0.1260	-0.0666	0.545	-0.122				0.000	-0.1215	0.0508	1.1222	-0.0281	-0.0176	0.0180	-0.0054	-0.0047	0.0057	0.0080
22	9.9000	9.3887	0.2299	0.5113	0.510	1.003				0.034	1.0026	0.1689	1.2029	0.4520	-0.3143	0.0596	0.1549	-0.1664	0.2251	0.0911
23	7.0000	7.0632	0.1072	-0.0632	0.549	-0.115				0.000	-0.1146	0.0367	1.1060	-0.0224	0.0013	0.0025	-0.0030	0.0125	-0.0167	0.0022
24	8.6000	8.3195	0.1687	0.2805	0.533	0.526				0.005	0.5239	0.0910	1.1524	0.1657	-0.0039	0.0405	-0.1149	0.0670	-0.0118	0.0610
25	4.8000	5.8841	0.1105	-1.0841	0.548	-1.977		***		0.026	-2.0082	0.0390	0.8600	-0.4044	-0.1742	0.2796	-0.1398	0.1535	-0.1356	0.0823
26	6.6000	6.4427	0.1385	0.1573	0.542	0.290				0.001	0.2888	0.0613	1.1298	0.0738	0.0214	-0.0013	-0.0076	0.0491	-0.0558	-0.0029
27	6.3000	6.7771	0.1207	-0.4771	0.546	-0.873		*		0.006	-0.8722	0.0466	1.0650	-0.1928	-0.0309	0.0352	-0.0113	0.0214	-0.1061	0.0733
28	5.4000	5.9021	0.1033	-0.5021	0.550	-0.913		*		0.005	-0.9124	0.0341	1.0464	-0.1714	-0.0876	0.0179	-0.0287	-0.0824	0.0902	0.0904
29	6.3000	6.8409	0.1200	-0.5409	0.546	-0.990		*		0.008	-0.9897	0.0460	1.0496	-0.2173	-0.0300	0.0357	-0.0148	0.0023	-0.1071	0.0888
30	5.4000	5.7254	0.1023	-0.3254	0.550	-0.592		*		0.002	-0.5895	0.0334	1.0787	-0.1096	-0.0459	-0.0214	-0.0262	0.0208	0.0502	0.0340
31	6.1000	6.1073	0.1281	-0.007275	0.545	-0.0134				0.000	-0.0133	0.0524	1.1252	-0.0031	-0.0015	0.0019	0.0004	0.0023	-0.0023	-0.0003
32	6.4000	6.0650	0.1172	0.3350	0.547	0.612				0.003	0.6103	0.0439	1.0888	0.1308	0.0808	0.0172	-0.0721	-0.0137	-0.0267	0.0125
33	5.4000	6.1557	0.0777	-0.7557	0.554	-1.364		**		0.006	-1.3703	0.0193	0.9644	-0.1922	-0.1002	0.0820	-0.0461	-0.0311	0.0383	0.0684
34	7.3000	6.6876	0.1114	0.6124	0.548	1.117				0.009	1.1185	0.0396	1.0247	0.2272	0.0383	0.0922	-0.0276	0.1364	-0.1837	-0.0294
35	6.3000	7.1090	0.1794	-0.8090	0.530	-1.527		***		0.045	-1.5377	0.1028	1.0223	-0.5205	-0.0868	0.1588	0.2392	0.3571	-0.2245	-0.3917
36	5.4000	5.4074	0.1607	-0.007362	0.536	-0.0137				0.000	-0.0137	0.0825	1.1621	-0.0041	-0.0009	-0.0004	-0.0022	0.0007	-0.0003	0.0033
37	7.1000	6.7531	0.0880	0.3469	0.553	0.628				0.002	0.6258	0.0247	1.0661	0.0997	0.0024	0.0434	0.0053	-0.0413	0.0102	-0.0135
38	8.7000	8.6152	0.1274	0.0848	0.545	0.156				0.000	0.1548	0.0519	1.1229	0.0362	-0.0263	0.0150	0.0106	0.0159	0.0023	-0.0059
39	7.6000	7.0806	0.1154	0.5194	0.547	0.949				0.007	0.9483	0.0426	1.0512	0.2000	-0.0157	0.0929	0.0126	0.1468	-0.1610	-0.0407
40	6.0000	6.2277	0.1402	-0.2277	0.542	-0.420				0.002	-0.4185	0.0628	1.1249	-0.1083	-0.0029	0.0178	-0.0565	-0.0006	0.0353	0.0166
41	7.0000	7.0804	0.1105	-0.0804	0.548	-0.147				0.000	-0.1458	0.0390	1.1081	-0.0294	-0.0013	-0.0154	0.0094	-0.0126	0.0222	-0.0061

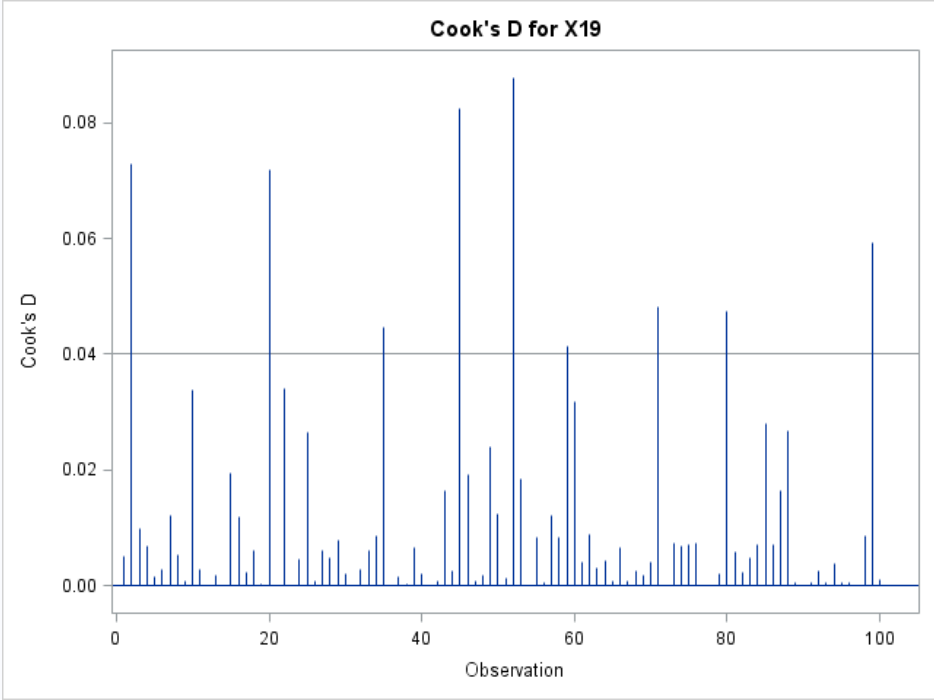
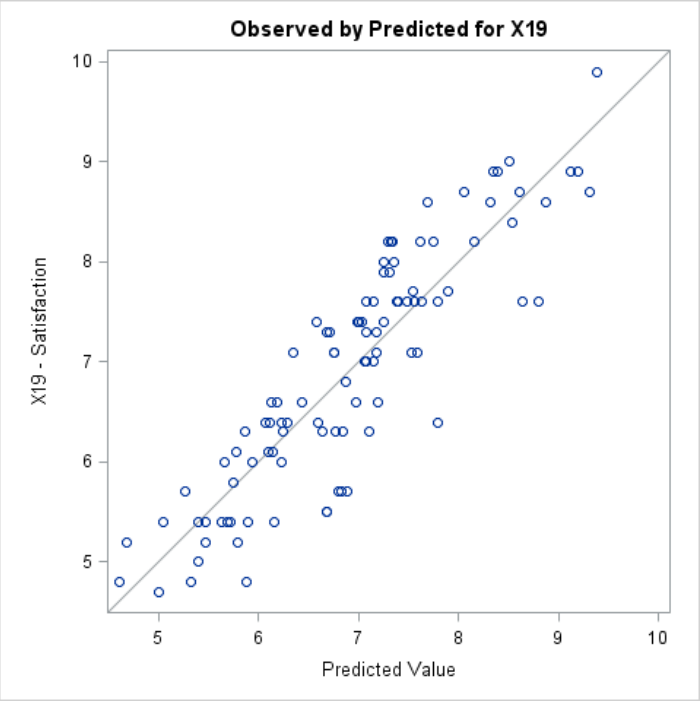
42	7.6000	7.3862	0.0918	0.2138	0.552	0.387				0.001	0.3856	0.0269	1.0853	0.0641	-0.0284	0.0380	0.0230	-0.0049	0.0023	-0.0175	
43	8.9000	8.3562	0.1647	0.5438	0.535	1.017			**		0.016	1.0172	0.0867	1.0925	0.3133	-0.2340	0.1373	0.2173	0.1080	-0.0584	-0.1051
44	7.6000	7.7918	0.1827	-0.1918	0.529	-0.363					0.003	-0.3610	0.1066	1.1836	-0.1247	0.0152	0.0598	-0.0041	-0.0236	-0.0065	-0.0432
45	5.5000	6.6906	0.1681	-1.1906	0.534	-2.231		****			0.082	-2.2806	0.0903	0.8456	-0.7185	-0.1762	0.1585	0.0199	-0.2876	-0.1323	0.3257
46	7.4000	6.5767	0.1229	0.8233	0.546	1.508			***		0.019	1.5189	0.0483	0.9672	0.3421	0.0824	-0.2770	0.0739	-0.0416	0.1815	-0.0366
47	7.1000	7.1843	0.2095	-0.0843	0.519	-0.162					0.001	-0.1617	0.1402	1.2381	-0.0653	0.0261	-0.0400	-0.0426	-0.0338	0.0373	0.0424
48	7.6000	7.4039	0.1532	0.1961	0.538	0.364					0.002	0.3627	0.0750	1.1430	0.1033	0.0146	-0.0477	-0.0249	0.0614	-0.0149	0.0208
49	8.7000	9.3181	0.1739	-0.6181	0.532	-1.162		**			0.024	-1.1647	0.0966	1.0821	-0.3809	0.1692	-0.1589	0.2239	0.0449	-0.0479	-0.3054
50	8.6000	7.6860	0.0908	0.9140	0.552	1.656			***		0.012	1.6714	0.0263	0.9169	0.2749	-0.0566	-0.0669	-0.0569	-0.0920	0.1786	0.1254
51	5.4000	5.6993	0.0903	-0.2993	0.552	-0.542		*			0.001	-0.5400	0.0261	1.0744	-0.0883	-0.0602	0.0340	-0.0077	0.0375	0.0002	0.0126
52	5.7000	6.8891	0.1728	-1.1891	0.532	-2.235		****			0.088	-2.2842	0.0954	0.8495	-0.7417	-0.0955	0.1236	-0.0691	-0.3436	-0.1175	0.3889
53	8.7000	8.0587	0.1507	0.6413	0.539	1.190			**		0.018	1.1929	0.0726	1.0496	0.3337	0.0076	0.0682	-0.2586	-0.0053	0.0722	0.1743
54	6.1000	6.1392	0.1237	-0.0392	0.546	-0.0718					0.000	-0.0714	0.0489	1.1207	-0.0162	-0.0077	0.0098	0.0021	0.0114	-0.0120	-0.0015
55	7.3000	6.7195	0.1151	0.5805	0.547	1.060			**		0.008	1.0610	0.0423	1.0359	0.2231	0.0337	0.0898	-0.0252	0.1414	-0.1816	-0.0309
56	7.7000	7.8927	0.0875	-0.1927	0.553	-0.349					0.001	-0.3470	0.0244	1.0845	-0.0549	0.0298	-0.0357	0.0043	-0.0002	0.0021	-0.0142
57	9.0000	8.5119	0.1592	0.4881	0.536	0.910			*		0.012	0.9093	0.0810	1.1002	0.2699	-0.1540	-0.0410	0.1207	0.0991	0.0421	-0.0191
58	8.2000	7.3381	0.0796	0.8619	0.554	1.557			***		0.008	1.5686	0.0203	0.9305	0.2255	0.0164	-0.0836	-0.0854	-0.0468	0.1261	0.0957
59	7.1000	6.3550	0.1860	0.7450	0.528	1.412			**		0.041	1.4195	0.1105	1.0540	0.5003	-0.1282	0.2640	0.3304	-0.1329	-0.0667	-0.2574
60	7.9000	7.2591	0.1888	0.6409	0.527	1.217			**		0.032	1.2201	0.1139	1.0939	0.4374	-0.0473	0.2525	0.0232	0.3112	-0.2707	-0.1764
61	6.6000	6.9755	0.1246	-0.3755	0.545	-0.689		*			0.004	-0.6866	0.0496	1.0884	-0.1569	-0.0005	0.0173	-0.0350	0.0008	-0.0791	0.0759
62	8.0000	7.3510	0.1070	0.6490	0.549	1.182			**		0.009	1.1845	0.0365	1.0116	0.2307	-0.0295	0.1231	-0.0738	0.0063	-0.1192	0.1140
63	6.3000	6.6361	0.1220	-0.3361	0.546	-0.616		*			0.003	-0.6135	0.0475	1.0927	-0.1371	0.0223	-0.0861	-0.0638	-0.0436	0.0942	0.0637
64	6.0000	5.6628	0.1415	0.3372	0.541	0.623			*		0.004	0.6210	0.0640	1.1112	0.1623	0.1145	0.0071	-0.0870	0.0050	-0.0484	0.0030
65	5.4000	5.6305	0.0950	-0.2305	0.551	-0.418					0.001	-0.4162	0.0288	1.0857	-0.0717	-0.0496	0.0307	-0.0054	0.0342	-0.0043	0.0086
66	7.6000	7.1488	0.1303	0.4512	0.544	0.829			*		0.007	0.8280	0.0543	1.0789	0.1983	0.0499	-0.1219	-0.0629	0.0648	0.0108	0.0658
67	6.4000	6.2372	0.1276	0.1628	0.545	0.299					0.001	0.2975	0.0520	1.1184	0.0697	0.0205	-0.0423	0.0255	0.0298	-0.0043	-0.0299
68	6.1000	5.7796	0.1158	0.3204	0.547	0.585			*		0.003	0.5833	0.0429	1.0899	0.1234	0.0759	-0.1007	0.0170	0.0004	0.0220	-0.0298
69	5.2000	5.4758	0.1129	-0.2758	0.548	-0.503		*			0.002	-0.5012	0.0407	1.0937	-0.1033	-0.0527	-0.0107	-0.0143	0.0420	0.0301	0.0216
70	6.6000	6.1875	0.1122	0.4125	0.548	0.753			*		0.004	0.7508	0.0402	1.0714	0.1537	0.0703	-0.0162	-0.0255	0.0598	-0.1035	0.0095
71	7.6000	8.6391	0.1502	-1.0391	0.539	-1.928		***			0.048	-1.9569	0.0721	0.9020	-0.5455	0.3108	-0.3200	0.0765	-0.0828	0.2066	-0.2888
72	5.8000	5.7531	0.1590	0.0469	0.536	0.0875					0.000	0.0870	0.0808	1.1594	0.0258	0.0137	-0.0147	-0.0053	-0.0203	0.0186	0.0039
73	7.9000	7.3081	0.1065	0.5919	0.549	1.078			**		0.007	1.0786	0.0362	1.0268	0.2091	-0.0173	-0.1147	0.0464	0.0542	0.0490	-0.0014
74	8.6000	8.8716	0.2024	-0.2716	0.522	-0.521		*			0.007	-0.5187	0.1308	1.2057	-0.2012	0.0575	-0.0559	0.1092	0.1049	-0.0726	-0.1603
75	8.2000	7.6180	0.1073	0.5820	0.549	1.060			**		0.007	1.0607	0.0368	1.0299	0.2073	-0.0554	0.1205	-0.0498	0.0497	-0.1218	0.0881
76	7.1000	7.5947	0.1270	-0.4947	0.545	-0.908		*			0.007	-0.9071	0.0515	1.0663	-0.2114	0.0235	-0.1437	0.1074	0.0198	0.0420	-0.0821
77	6.4000	6.2965	0.0789	0.1035	0.554	0.187					0.000	0.1858	0.0199	1.0855	0.0265	0.0101	0.0052	-0.0005	-0.0023	-0.0131	-0.0006
78	7.6000	7.6414	0.1005	-0.0414	0.550	-0.0752					0.000	-0.0748	0.0323	1.1014	-0.0137	0.0070	-0.0087	-0.0051	-0.0056	0.0035	0.0051
79	8.9000	9.1257	0.1451	-0.2257	0.540	-0.418					0.002	-0.4159	0.0673	1.1306	-0.1117	0.0519	-0.0346	0.0523	-0.0482	-0.0016	-0.0538
80	5.7000	6.8033	0.1417	-1.1033	0.541	-2.039		****			0.047	-2.0741	0.0641	0.8686	-0.5430	-0.1901	0.0999	0.3667	0.3035	-0.1111	-0.4220
81	7.1000	7.5309	0.1287	-0.4309	0.544	-0.792		*			0.006	-0.7899	0.0529	1.0815	-0.1867	0.0165	-0.1219	0.0952	0.0348	0.0260	-0.0761
82	7.4000	7.0385	0.0972	0.3615	0.551	0.656			*		0.002	0.6541	0.0302	1.0696	0.1154	0.0139	0.0033	-0.0363	-0.0653	0.0672	0.0240
83	6.6000	6.1335	0.1110	0.4665	0.548	0.851			*		0.005	0.8495	0.0394	1.0597	0.1720	0.0748	0.0305	-0.0461	-0.0967	0.0256	0.0031
84	5.0000	5.4052	0.1488	-0.4052	0.539	-0.751		*			0.007	-0.7496	0.0708	1.1067	-0.2069	-0.1333	0.0064	0.0780	0.0287	0.1046	-0.0535
85	8.2000	7.2992	0.1345	0.9008	0.543	1.659			***		0.028	1.6745	0.0578	0.9469	0.4146	0.1275	-0.1243	-0.2568	0.0746	0.1311	0.0990
86	5.2000	5.7947	0.1042	-0.5947	0.550	-1.082		**			0.007	-1.0829	0.0347	1.0246	-0.2052	-0.0861	-0.0461	-0.0414	-0.0291	0.1369	0.0770
87	5.2000	4.6795	0.1711	0.5205	0.533	0.977			*		0.016	0.9769	0.0935	1.1064	0.3138	0.2279	-0.2092	-0.0134	-0.2028	0.0983	0.0166
88	8.2000	7.3311	0.1357	0.8689	0.543	1.601			***		0.027	1.6145	0.0588	0.9598	0.4036	0.1188	-0.1164	-0.2461	0.0900	0.1156	0.0909

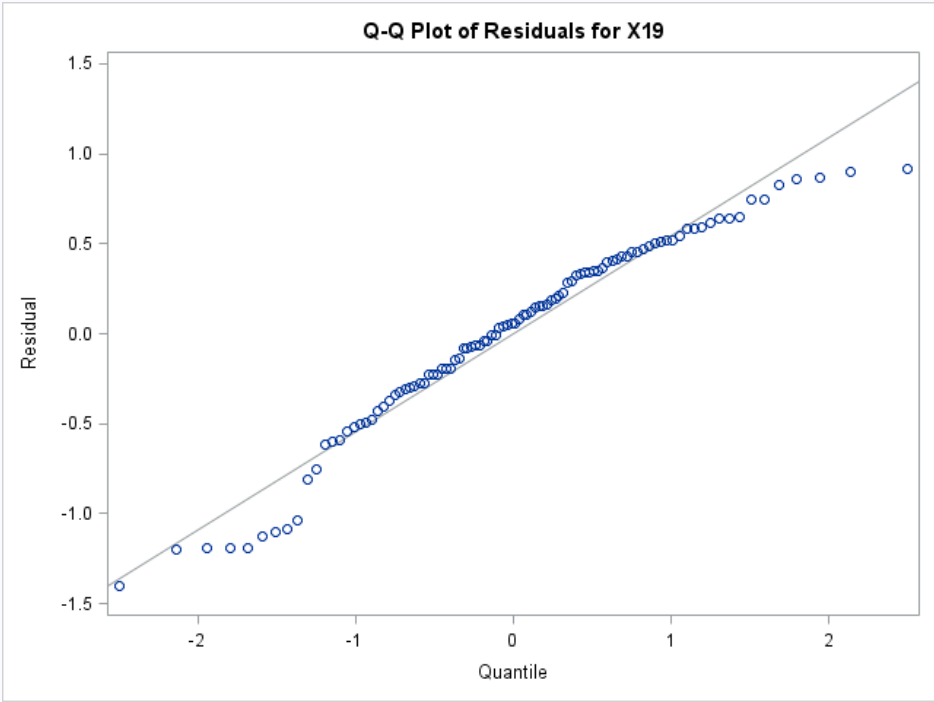
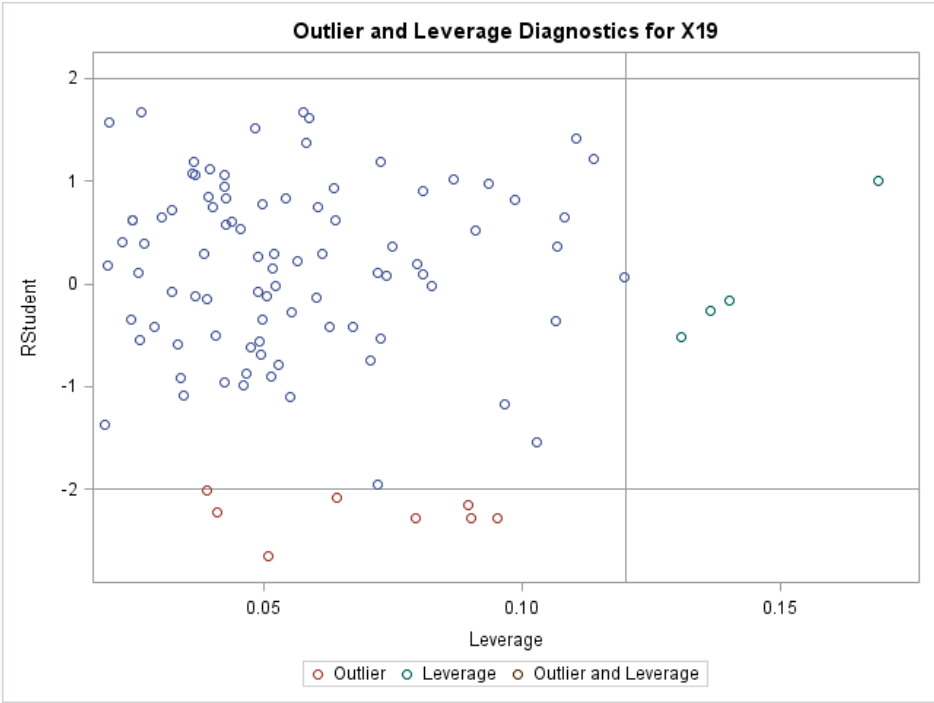
89	7.3000	7.0741	0.0842	0.2259	0.553	0.408				0.001	0.4066	0.0226	1.0794	0.0619	-0.0155	0.0351	0.0205	0.0042	-0.0078	-0.0251
90	8.2000	8.1668	0.1937	0.0332	0.525	0.0633				0.000	0.0629	0.1199	1.2112	0.0232	-0.0066	-0.0088	0.0038	0.0035	0.0021	0.0071
91	7.4000	7.2553	0.1239	0.1447	0.546	0.265				0.001	0.2639	0.0491	1.1163	0.0599	-0.0070	0.0150	-0.0106	-0.0454	0.0257	0.0232
92	4.8000	4.6096	0.1828	0.1904	0.529	0.360				0.003	0.3584	0.1068	1.1839	0.1239	0.0367	0.0070	0.0713	-0.0451	-0.0306	-0.0606
93	7.6000	7.4926	0.1579	0.1074	0.537	0.200				0.001	0.1991	0.0796	1.1556	0.0586	-0.0151	-0.0045	0.0168	-0.0301	0.0464	-0.0093
94	8.9000	9.1895	0.1508	-0.2895	0.539	-0.537		*		0.004	-0.5353	0.0726	1.1288	-0.1498	0.0698	-0.0469	0.0665	-0.0742	0.0052	-0.0664
95	7.7000	7.5418	0.1099	0.1582	0.549	0.288				0.001	0.2870	0.0386	1.1032	0.0575	-0.0168	0.0230	-0.0067	-0.0348	0.0193	0.0208
96	7.3000	7.1749	0.1329	0.1251	0.543	0.230				0.001	0.2290	0.0564	1.1262	0.0560	-0.0271	0.0156	0.0459	-0.0036	-0.0009	-0.0254
97	6.3000	6.2439	0.0901	0.0561	0.552	0.102				0.000	0.1011	0.0259	1.0939	0.0165	0.0074	0.0028	-0.0021	0.0046	-0.0114	-0.0013
98	5.4000	5.0565	0.1841	0.3435	0.528	0.650			*	0.009	0.6482	0.1083	1.1638	0.2258	0.0641	0.0025	0.0992	-0.1150	0.0650	-0.1364
99	6.4000	7.8012	0.1264	-1.4012	0.545	-2.571		*****		0.059	-2.6521	0.0510	0.7255	-0.6150	0.2836	-0.1077	-0.1251	0.1008	0.0399	-0.2284
100	6.4000	6.5922	0.1249	-0.1922	0.545	-0.353				0.001	-0.3509	0.0498	1.1133	-0.0803	-0.0269	-0.0281	0.0399	-0.0247	0.0557	-0.0199

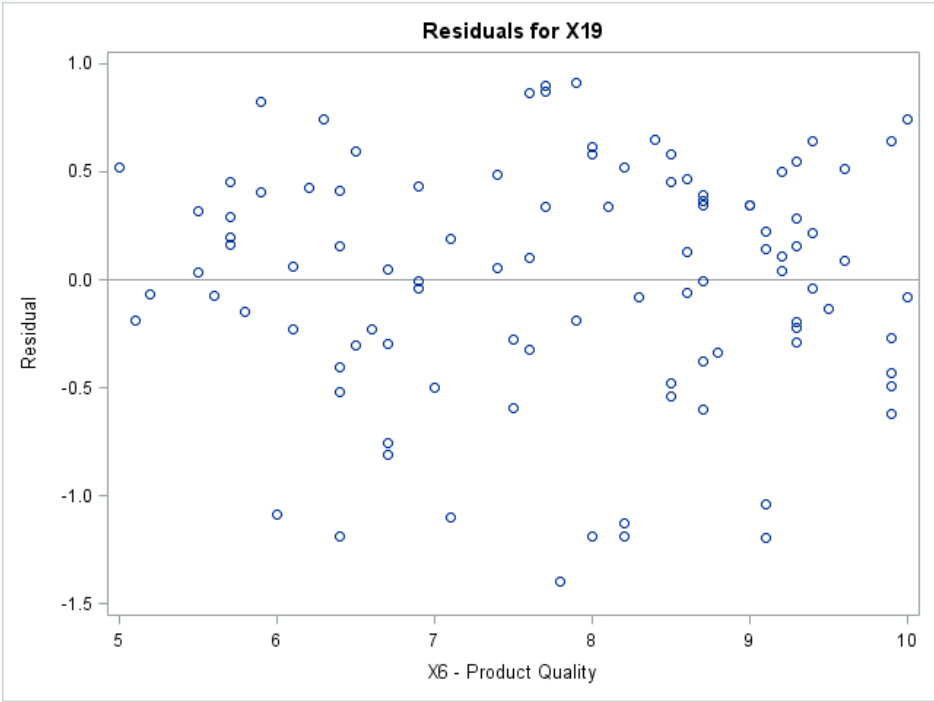
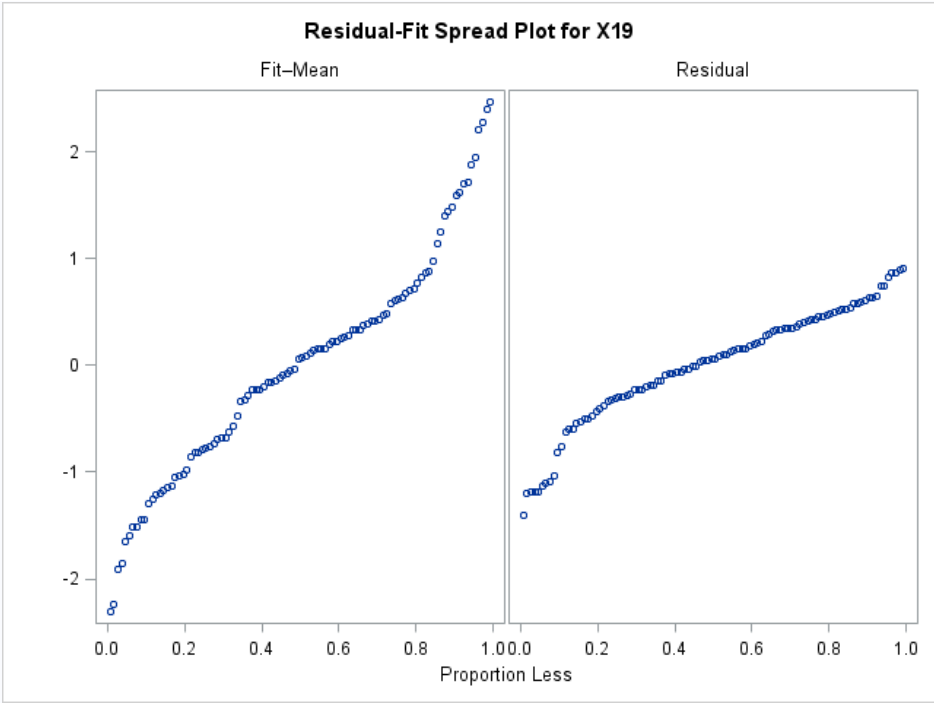
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Sum of Squared Residuals	29.42211
Predicted Residual SS (PRESS)	33.53338

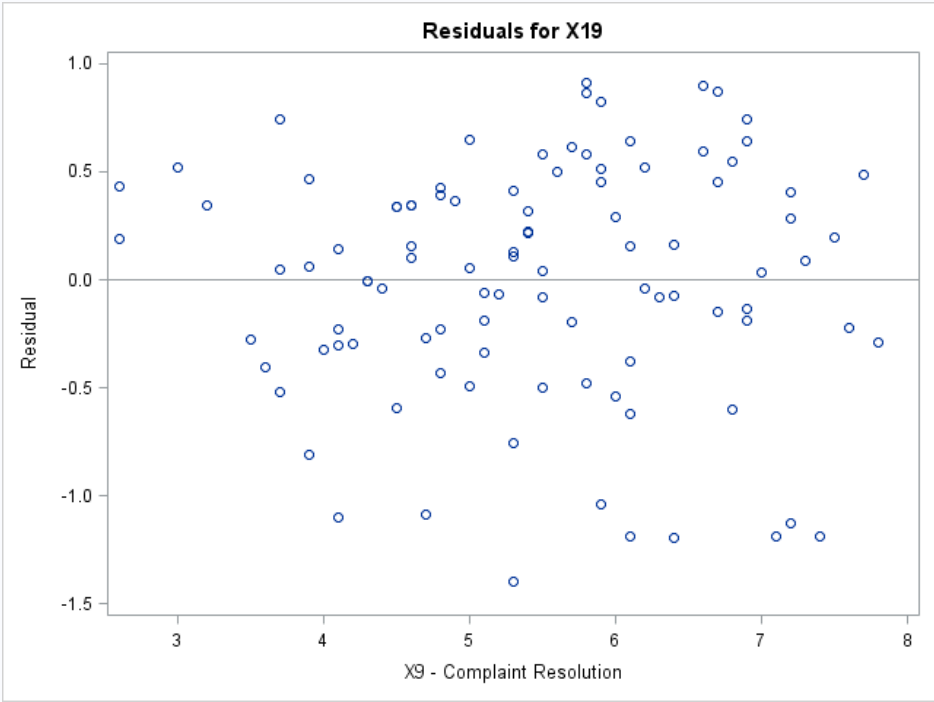
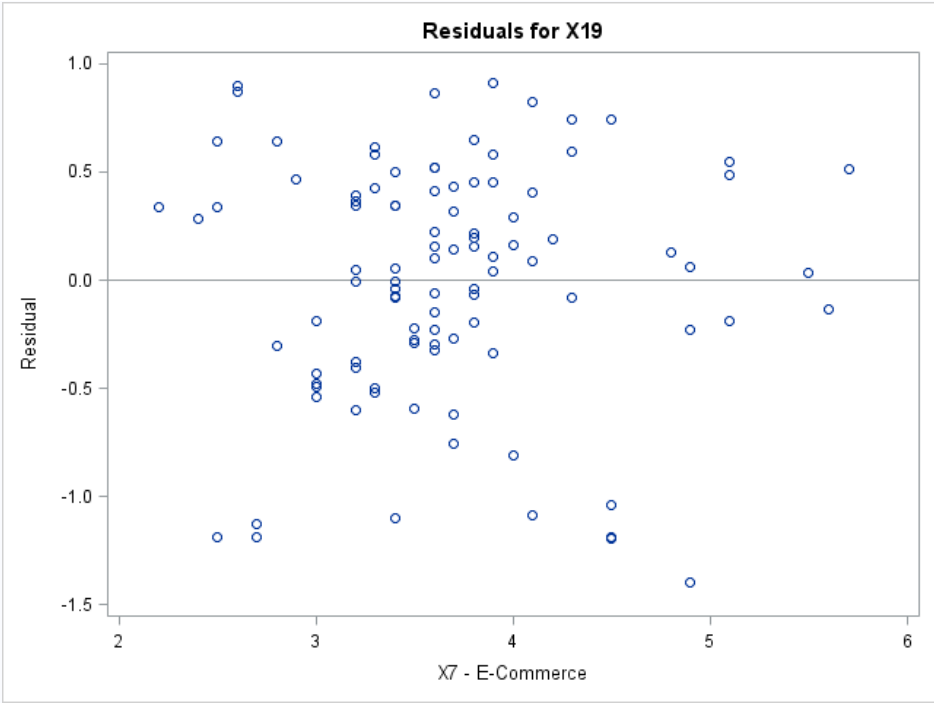


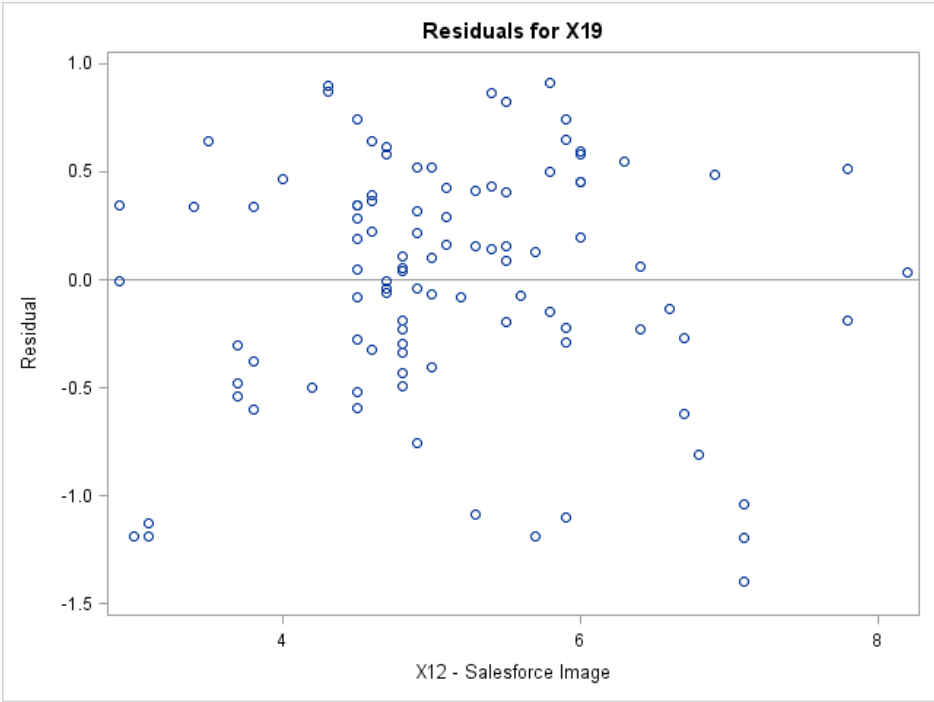
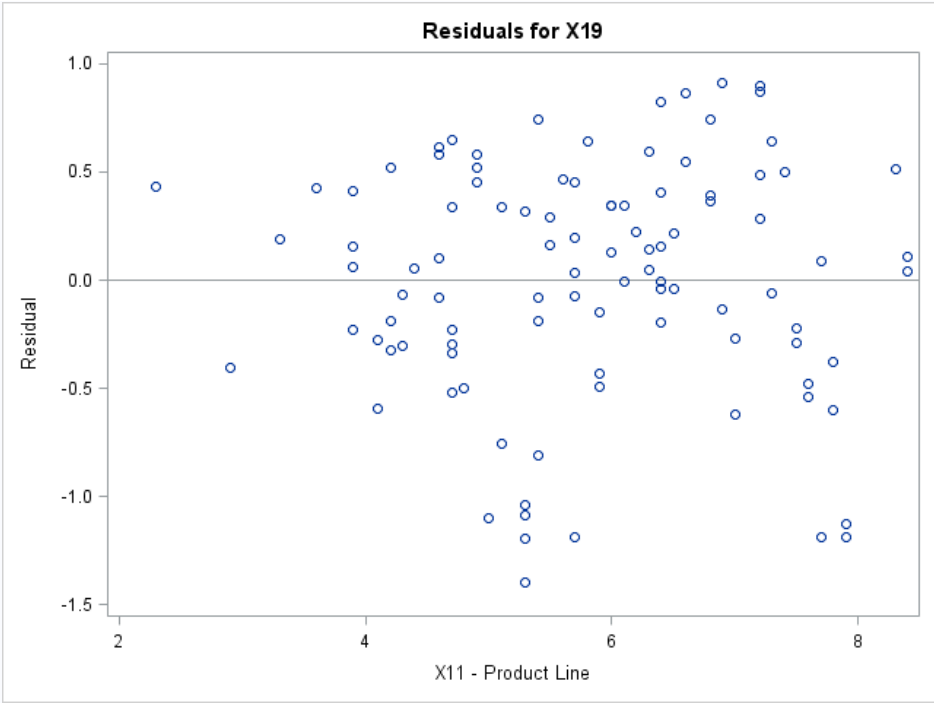




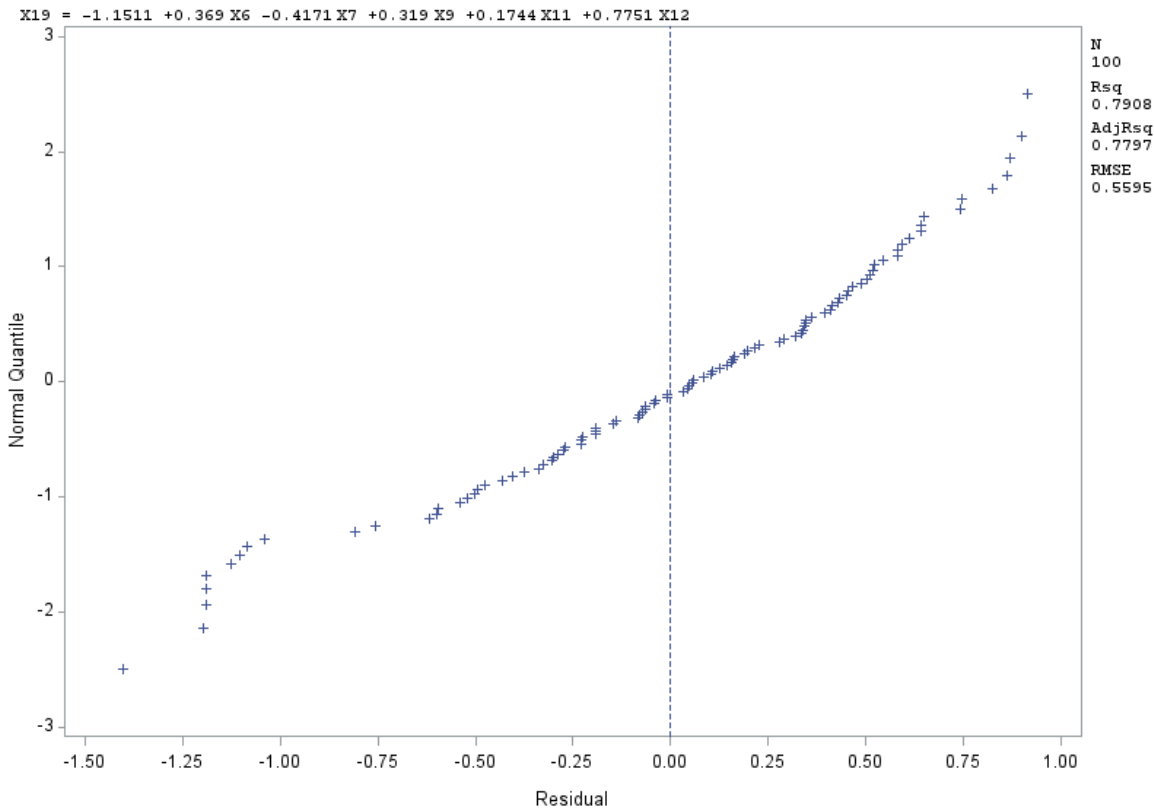




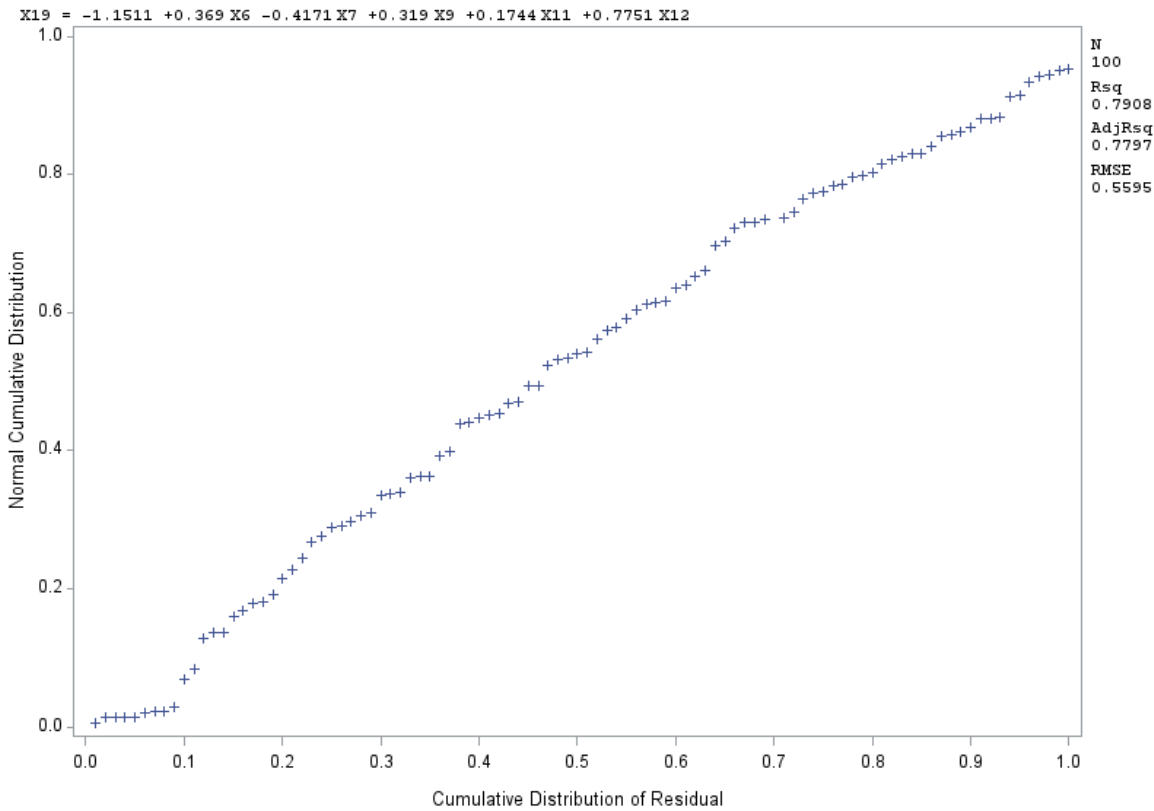




The REG Procedure



The REG Procedure



The SAS System

The REG Procedure

Number of Observations Read	100
Number of Observations Used	100

Descriptive Statistics						
Variable	Sum	Mean	Uncorrected SS	Variance	Standard Deviation	Label
Intercept	100.00000	1.00000	100.00000	0	0	Intercept
X6	781.00000	7.81000	6292.62000	1.94960	1.39628	X6 - Product Quality
X7	367.20000	3.67200	1396.94000	0.49072	0.70052	X7 - E-Commerce
X9	544.20000	5.44200	3106.10000	1.46024	1.20840	X9 - Complaint Resolution
X11	580.50000	5.80500	3541.07000	1.72997	1.31529	X11 - Product Line
X12	512.30000	5.12300	2738.35000	1.14987	1.07232	X12 - Salesforce Image
X19	691.80000	6.91800	4926.50000	1.42048	1.19184	X19 - Satisfaction

Correlation							
Variable	Label	X6	X7	X9	X11	X12	X19
X6	X6 - Product Quality	1.0000	-0.1372	0.1064	0.4775	-0.1518	0.4863
X7	X7 - E-Commerce	-0.1372	1.0000	0.1402	-0.0527	0.7915	0.2827
X9	X9 - Complaint Resolution	0.1064	0.1402	1.0000	0.5614	0.2298	0.6033
X11	X11 - Product Line	0.4775	-0.0527	0.5614	1.0000	-0.0613	0.5505
X12	X12 - Salesforce Image	-0.1518	0.7915	0.2298	-0.0613	1.0000	0.5002
X19	X19 - Satisfaction	0.4863	0.2827	0.6033	0.5505	0.5002	1.0000

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	5	111.20549	22.24110	71.06	<.0001
Error	94	29.42211	0.31300		
Corrected Total	99	140.62760			

Root MSE	0.55947	R-Square	0.7908
Dependent Mean	6.91800	Adj R-Sq	0.7797
Coeff Var	8.08709		

Parameter Estimates									
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t	Standardized Estimate	Tolerance	Variance Inflation
Intercept	Intercept	1	-1.15106	0.49984	-2.30	0.0235	0	.	0
X6	X6 - Product Quality	1	0.36900	0.04719	7.82	<.0001	0.43230	0.72831	1.37305
X7	X7 - E-Commerce	1	-0.41714	0.13192	-3.16	0.0021	-0.24518	0.37019	2.70133
X9	X9 - Complaint Resolution	1	0.31896	0.06068	5.26	<.0001	0.32340	0.58801	1.70065
X11	X11 - Product Line	1	0.17435	0.06095	2.86	0.0052	0.19241	0.49188	2.03302
X12	X12 - Salesforce Image	1	0.77513	0.08898	8.71	<.0001	0.69740	0.34727	2.87960

The SAS System

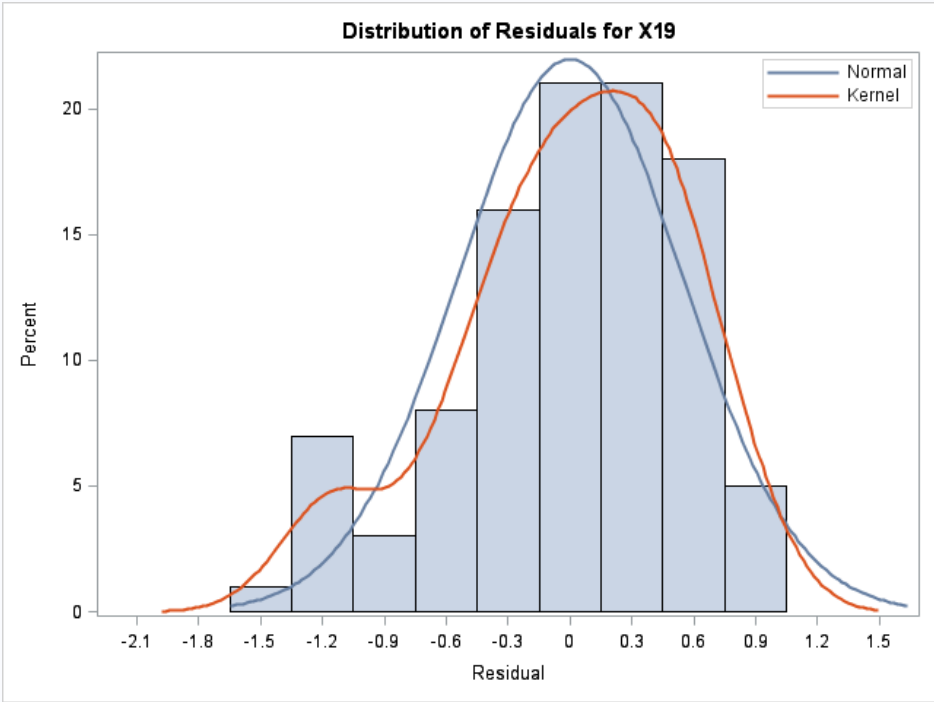
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

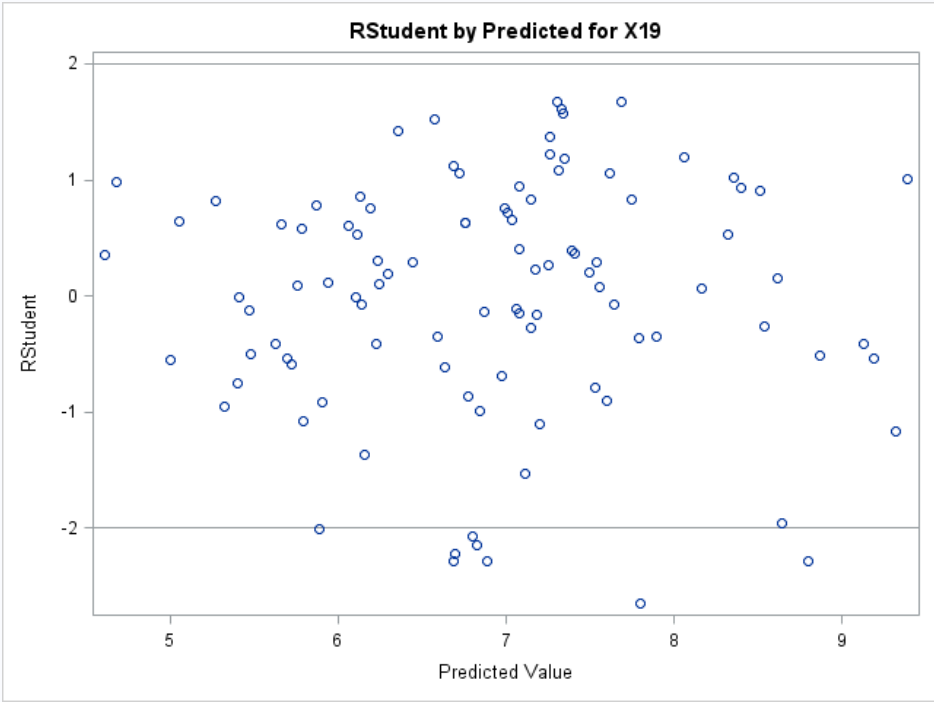
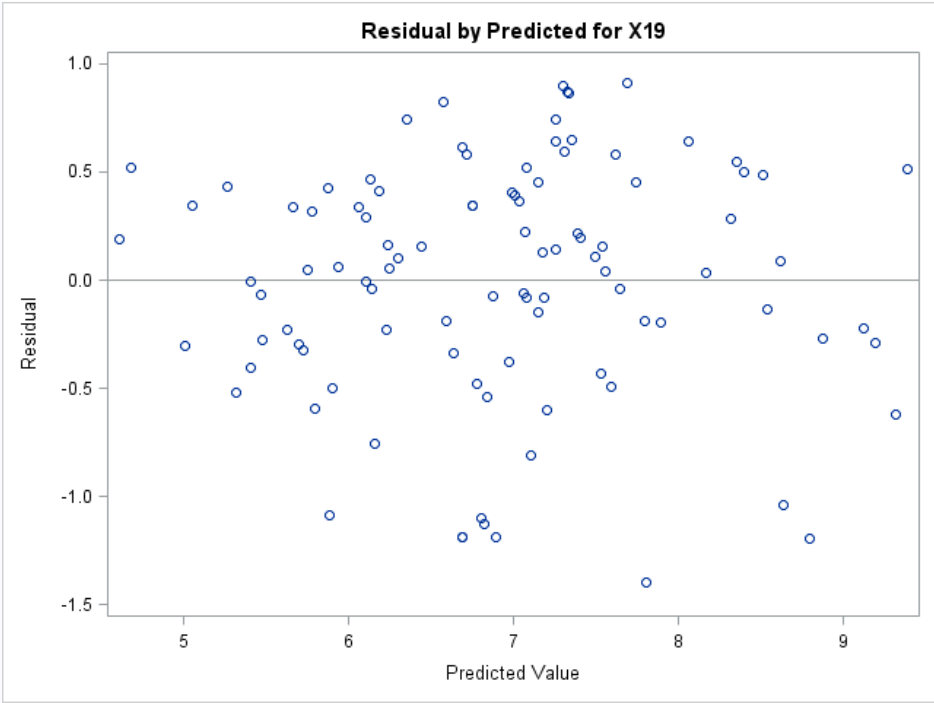
Output Statistics																					
Obs	Dependent Variable	Predicted Value	Std Error Mean Predict	Residual	Std Error Residual	Student Residual	-2-1 0 1 2			Cook's D	RStudent	Hat Diag H	Cov Ratio	DFFITS	DFBETAS						
															Intercept	X6	X7	X9	X11	X12	
1	8.2000	7.7456	0.1156	0.4544	0.547	0.830			*		0.005	0.8287	0.0427	1.0657	0.1749	-0.0519	0.1015	-0.0358	0.0757	-0.1176	0.0597
2	5.7000	6.8253	0.1675	-1.1253	0.534	-2.108		****			0.073	-2.1482	0.0896	0.8759	-0.6741	-0.1007	0.1253	-0.0605	-0.2733	-0.1396	0.3521
3	8.9000	8.3976	0.1410	0.5024	0.541	0.928			*		0.010	0.9272	0.0635	1.0775	0.2415	-0.0544	0.0327	-0.1454	-0.0941	0.1212	0.1736
4	4.8000	5.3217	0.1154	-0.5217	0.547	-0.953			*		0.007	-0.9525	0.0425	1.0506	-0.2007	-0.1592	0.0989	0.0247	0.1186	-0.0404	0.0019
5	7.1000	6.7531	0.0880	0.3469	0.553	0.628			*		0.002	0.6258	0.0247	1.0661	0.0997	0.0024	0.0434	0.0053	-0.0413	0.0102	-0.0135
6	4.7000	5.0049	0.1242	-0.3049	0.546	-0.559			*		0.003	-0.5569	0.0493	1.0994	-0.1268	-0.1139	0.0402	0.0212	0.0163	0.0255	0.0313
7	5.7000	5.2676	0.1757	0.4324	0.531	0.814			*		0.012	0.8125	0.0986	1.1338	0.2688	0.1125	0.0436	-0.0308	-0.0888	-0.1305	0.0502
8	6.3000	5.8720	0.1247	0.4280	0.545	0.785			*		0.005	0.7831	0.0497	1.0786	0.1790	0.1124	-0.0289	-0.0665	0.0338	-0.1023	0.0357
9	7.0000	7.1489	0.1319	-0.1489	0.544	-0.274					0.001	-0.2726	0.0556	1.1236	-0.0661	-0.0199	0.0415	0.0272	-0.0192	-0.0079	-0.0240
10	5.5000	6.6911	0.1134	-1.1911	0.548	-2.174		****			0.034	-2.2191	0.0411	0.8159	-0.4593	0.0136	0.2035	-0.2840	-0.1117	-0.0135	0.1858
11	7.4000	7.0066	0.1008	0.3934	0.550	0.715			*		0.003	0.7130	0.0324	1.0666	0.1306	0.0170	0.0021	-0.0403	-0.0791	0.0781	0.0282
12	6.0000	5.9406	0.1502	0.0594	0.539	0.110					0.000	0.1096	0.0720	1.1482	0.0305	0.0033	-0.0068	0.0139	-0.0109	-0.0026	-0.0015
13	8.4000	8.5382	0.2067	-0.1382	0.520	-0.266					0.002	-0.2645	0.1365	1.2293	-0.1052	0.0780	-0.0392	-0.0810	-0.0268	0.0105	0.0400
14	7.6000	7.5564	0.1520	0.0436	0.538	0.0810					0.000	0.0806	0.0738	1.1507	0.0227	-0.0065	-0.0015	0.0069	-0.0103	0.0176	-0.0042
15	8.0000	7.2562	0.1350	0.7438	0.543	1.370			**		0.019	1.3764	0.0582	1.0032	0.3423	-0.0399	-0.1981	0.1428	0.0768	0.1170	-0.0769
16	6.6000	7.1988	0.1315	-0.5988	0.544	-1.101			**		0.012	-1.1024	0.0552	1.0440	-0.2665	0.0190	0.0113	-0.0641	-0.0847	-0.0755	0.1443
17	6.4000	6.1096	0.1193	0.2904	0.547	0.531			*		0.002	0.5293	0.0455	1.0971	0.1155	0.0417	-0.0795	0.0431	0.0293	0.0065	-0.0469
18	7.4000	6.9914	0.1378	0.4086	0.542	0.754			*		0.006	0.7518	0.0606	1.0946	0.1910	0.0160	-0.1170	0.0465	0.0887	0.0246	-0.0462
19	6.8000	6.8730	0.1373	-0.0730	0.542	-0.135					0.000	-0.1338	0.0602	1.1333	-0.0339	-0.0147	0.0225	0.0168	-0.0069	-0.0045	-0.0132
20	7.6000	8.7986	0.1577	-1.1986	0.537	-2.233		****			0.072	-2.2823	0.0795	0.8352	-0.6706	0.3935	-0.3995	0.0781	-0.2259	0.3197	-0.3052
21	5.4000	5.4666	0.1260	-0.0666	0.545	-0.122					0.000	-0.1215	0.0508	1.1222	-0.0281	-0.0176	0.0180	-0.0054	-0.0047	0.0057	0.0080
22	9.9000	9.3887	0.2299	0.5113	0.510	1.003			**		0.034	1.0026	0.1689	1.2029	0.4520	-0.3143	0.0596	0.1549	-0.1664	0.2251	0.0911
23	7.0000	7.0632	0.1072	-0.0632	0.549	-0.115					0.000	-0.1146	0.0367	1.1060	-0.0224	0.0013	0.0025	-0.0030	0.0125	-0.0167	0.0022
24	8.6000	8.3195	0.1687	0.2805	0.533	0.526			*		0.005	0.5239	0.0910	1.1524	0.1657	-0.0039	0.0405	-0.1149	0.0670	-0.0118	0.0610
25	4.8000	5.8841	0.1105	-1.0841	0.548	-1.977		***			0.026	-2.0082	0.0390	0.8600	-0.4044	-0.1742	0.2796	-0.1398	0.1535	-0.1356	0.0823
26	6.6000	6.4427	0.1385	0.1573	0.542	0.290					0.001	0.2888	0.0613	1.1298	0.0738	0.0214	-0.0013	-0.0076	0.0491	-0.0558	-0.0029
27	6.3000	6.7771	0.1207	-0.4771	0.546	-0.873			*		0.006	-0.8722	0.0466	1.0650	-0.1928	-0.0309	0.0352	-0.0113	0.0214	-0.1061	0.0733
28	5.4000	5.9021	0.1033	-0.5021	0.550	-0.913			*		0.005	-0.9124	0.0341	1.0464	-0.1714	-0.0876	0.0179	-0.0287	-0.0824	0.0902	0.0904
29	6.3000	6.8409	0.1200	-0.5409	0.546	-0.990			*		0.008	-0.9897	0.0460	1.0496	-0.2173	-0.0300	0.0357	-0.0148	0.0023	-0.1071	0.0888
30	5.4000	5.7254	0.1023	-0.3254	0.550	-0.592			*		0.002	-0.5895	0.0334	1.0787	-0.1096	-0.0459	-0.0214	-0.0262	0.0208	0.0502	0.0340
31	6.1000	6.1073	0.1281	-0.007275	0.545	-0.0134					0.000	-0.0133	0.0524	1.1252	-0.0031	-0.0015	0.0019	0.0004	0.0023	-0.0023	-0.0003
32	6.4000	6.0650	0.1172	0.3350	0.547	0.612			*		0.003	0.6103	0.0439	1.0888	0.1308	0.0808	0.0172	-0.0721	-0.0137	-0.0267	0.0125
33	5.4000	6.1557	0.0777	-0.7557	0.554	-1.364			**		0.006	-1.3703	0.0193	0.9644	-0.1922	-0.1002	0.0820	-0.0461	-0.0311	0.0383	0.0684
34	7.3000	6.6876	0.1114	0.6124	0.548	1.117			**		0.009	1.1185	0.0396	1.0247	0.2272	0.0383	0.0922	-0.0276	0.1364	-0.1837	-0.0294
35	6.3000	7.1090	0.1794	-0.8090	0.530	-1.527		***			0.045	-1.5377	0.1028	1.0223	-0.5205	-0.0868	0.1588	0.2392	0.3571	-0.2245	-0.3917
36	5.4000	5.4074	0.1607	-0.007362	0.536	-0.0137					0.000	-0.0137	0.0825	1.1621	-0.0041	-0.0009	-0.0004	-0.0022	0.0007	-0.0003	0.0033
37	7.1000	6.7531	0.0880	0.3469	0.553	0.628			*		0.002	0.6258	0.0247	1.0661	0.0997	0.0024	0.0434	0.0053	-0.0413	0.0102	-0.0135
38	8.7000	8.6152	0.1274	0.0848	0.545	0.156					0.000	0.1548	0.0519	1.1229	0.0362	-0.0263	0.0150	0.0106	0.0159	0.0023	-0.0059
39	7.6000	7.0806	0.1154	0.5194	0.547	0.949			*		0.007	0.9483	0.0426	1.0512	0.2000	-0.0157	0.0929	0.0126	0.1468	-0.1610	-0.0407
40	6.0000	6.2277	0.1402	-0.2277	0.542	-0.420					0.002	-0.4185	0.0628	1.1249	-0.1083	-0.0029	0.0178	-0.0565	-0.0006	0.0353	0.0166
41	7.0000	7.0804	0.1105	-0.0804	0.548	-0.147					0.000	-0.1458	0.0390	1.1081	-0.0294	-0.0013	-0.0154	0.0094	-0.0126	0.0222	-0.0061

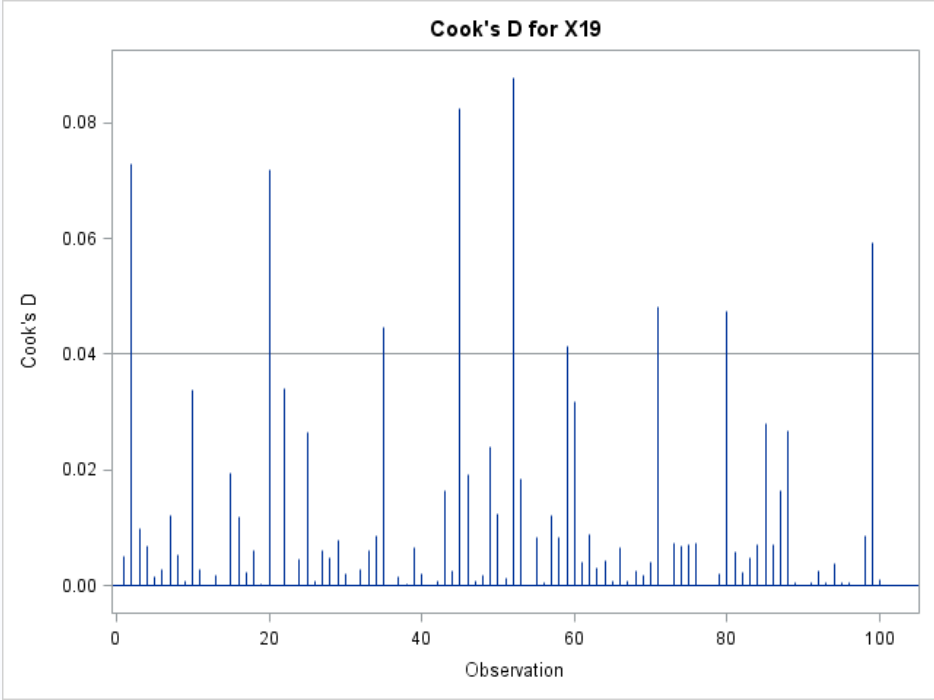
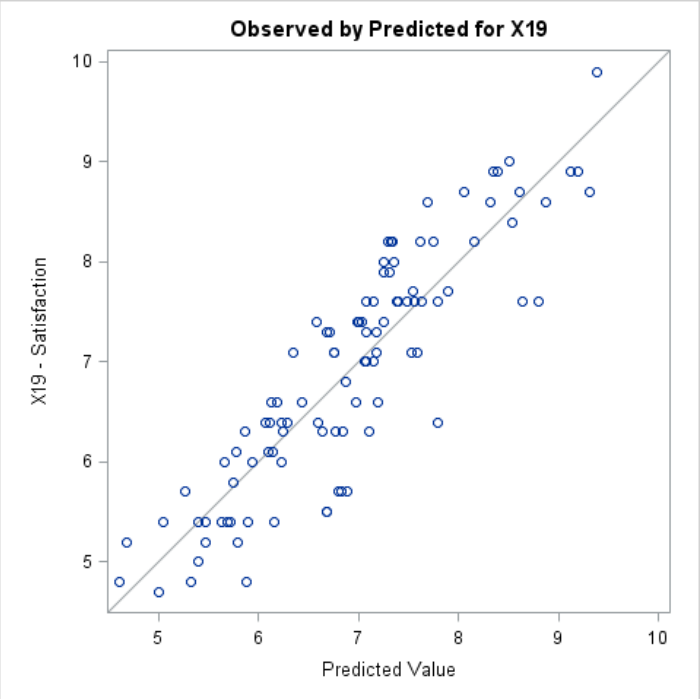
42	7.6000	7.3862	0.0918	0.2138	0.552	0.387				0.001	0.3856	0.0269	1.0853	0.0641	-0.0284	0.0380	0.0230	-0.0049	0.0023	-0.0175	
43	8.9000	8.3562	0.1647	0.5438	0.535	1.017			**		0.016	1.0172	0.0867	1.0925	0.3133	-0.2340	0.1373	0.2173	0.1080	-0.0584	-0.1051
44	7.6000	7.7918	0.1827	-0.1918	0.529	-0.363					0.003	-0.3610	0.1066	1.1836	-0.1247	0.0152	0.0598	-0.0041	-0.0236	-0.0065	-0.0432
45	5.5000	6.6906	0.1681	-1.1906	0.534	-2.231		****			0.082	-2.2806	0.0903	0.8456	-0.7185	-0.1762	0.1585	0.0199	-0.2876	-0.1323	0.3257
46	7.4000	6.5767	0.1229	0.8233	0.546	1.508			***		0.019	1.5189	0.0483	0.9672	0.3421	0.0824	-0.2770	0.0739	-0.0416	0.1815	-0.0366
47	7.1000	7.1843	0.2095	-0.0843	0.519	-0.162					0.001	-0.1617	0.1402	1.2381	-0.0653	0.0261	-0.0400	-0.0426	-0.0338	0.0373	0.0424
48	7.6000	7.4039	0.1532	0.1961	0.538	0.364					0.002	0.3627	0.0750	1.1430	0.1033	0.0146	-0.0477	-0.0249	0.0614	-0.0149	0.0208
49	8.7000	9.3181	0.1739	-0.6181	0.532	-1.162		**			0.024	-1.1647	0.0966	1.0821	-0.3809	0.1692	-0.1589	0.2239	0.0449	-0.0479	-0.3054
50	8.6000	7.6860	0.0908	0.9140	0.552	1.656			***		0.012	1.6714	0.0263	0.9169	0.2749	-0.0566	-0.0669	-0.0569	-0.0920	0.1786	0.1254
51	5.4000	5.6993	0.0903	-0.2993	0.552	-0.542		*			0.001	-0.5400	0.0261	1.0744	-0.0883	-0.0602	0.0340	-0.0077	0.0375	0.0002	0.0126
52	5.7000	6.8891	0.1728	-1.1891	0.532	-2.235		****			0.088	-2.2842	0.0954	0.8495	-0.7417	-0.0955	0.1236	-0.0691	-0.3436	-0.1175	0.3889
53	8.7000	8.0587	0.1507	0.6413	0.539	1.190			**		0.018	1.1929	0.0726	1.0496	0.3337	0.0076	0.0682	-0.2586	-0.0053	0.0722	0.1743
54	6.1000	6.1392	0.1237	-0.0392	0.546	-0.0718					0.000	-0.0714	0.0489	1.1207	-0.0162	-0.0077	0.0098	0.0021	0.0114	-0.0120	-0.0015
55	7.3000	6.7195	0.1151	0.5805	0.547	1.060			**		0.008	1.0610	0.0423	1.0359	0.2231	0.0337	0.0898	-0.0252	0.1414	-0.1816	-0.0309
56	7.7000	7.8927	0.0875	-0.1927	0.553	-0.349					0.001	-0.3470	0.0244	1.0845	-0.0549	0.0298	-0.0357	0.0043	-0.0002	0.0021	-0.0142
57	9.0000	8.5119	0.1592	0.4881	0.536	0.910			*		0.012	0.9093	0.0810	1.1002	0.2699	-0.1540	-0.0410	0.1207	0.0991	0.0421	-0.0191
58	8.2000	7.3381	0.0796	0.8619	0.554	1.557			***		0.008	1.5686	0.0203	0.9305	0.2255	0.0164	-0.0836	-0.0854	-0.0468	0.1261	0.0957
59	7.1000	6.3550	0.1860	0.7450	0.528	1.412			**		0.041	1.4195	0.1105	1.0540	0.5003	-0.1282	0.2640	0.3304	-0.1329	-0.0667	-0.2574
60	7.9000	7.2591	0.1888	0.6409	0.527	1.217			**		0.032	1.2201	0.1139	1.0939	0.4374	-0.0473	0.2525	0.0232	0.3112	-0.2707	-0.1764
61	6.6000	6.9755	0.1246	-0.3755	0.545	-0.689		*			0.004	-0.6866	0.0496	1.0884	-0.1569	-0.0005	0.0173	-0.0350	0.0008	-0.0791	0.0759
62	8.0000	7.3510	0.1070	0.6490	0.549	1.182			**		0.009	1.1845	0.0365	1.0116	0.2307	-0.0295	0.1231	-0.0738	0.0063	-0.1192	0.1140
63	6.3000	6.6361	0.1220	-0.3361	0.546	-0.616		*			0.003	-0.6135	0.0475	1.0927	-0.1371	0.0223	-0.0861	-0.0638	-0.0436	0.0942	0.0637
64	6.0000	5.6628	0.1415	0.3372	0.541	0.623			*		0.004	0.6210	0.0640	1.1112	0.1623	0.1145	0.0071	-0.0870	0.0050	-0.0484	0.0030
65	5.4000	5.6305	0.0950	-0.2305	0.551	-0.418					0.001	-0.4162	0.0288	1.0857	-0.0717	-0.0496	0.0307	-0.0054	0.0342	-0.0043	0.0086
66	7.6000	7.1488	0.1303	0.4512	0.544	0.829			*		0.007	0.8280	0.0543	1.0789	0.1983	0.0499	-0.1219	-0.0629	0.0648	0.0108	0.0658
67	6.4000	6.2372	0.1276	0.1628	0.545	0.299					0.001	0.2975	0.0520	1.1184	0.0697	0.0205	-0.0423	0.0255	0.0298	-0.0043	-0.0299
68	6.1000	5.7796	0.1158	0.3204	0.547	0.585			*		0.003	0.5833	0.0429	1.0899	0.1234	0.0759	-0.1007	0.0170	0.0004	0.0220	-0.0298
69	5.2000	5.4758	0.1129	-0.2758	0.548	-0.503		*			0.002	-0.5012	0.0407	1.0937	-0.1033	-0.0527	-0.0107	-0.0143	0.0420	0.0301	0.0216
70	6.6000	6.1875	0.1122	0.4125	0.548	0.753			*		0.004	0.7508	0.0402	1.0714	0.1537	0.0703	-0.0162	-0.0255	0.0598	-0.1035	0.0095
71	7.6000	8.6391	0.1502	-1.0391	0.539	-1.928		***			0.048	-1.9569	0.0721	0.9020	-0.5455	0.3108	-0.3200	0.0765	-0.0828	0.2066	-0.2888
72	5.8000	5.7531	0.1590	0.0469	0.536	0.0875					0.000	0.0870	0.0808	1.1594	0.0258	0.0137	-0.0147	-0.0053	-0.0203	0.0186	0.0039
73	7.9000	7.3081	0.1065	0.5919	0.549	1.078			**		0.007	1.0786	0.0362	1.0268	0.2091	-0.0173	-0.1147	0.0464	0.0542	0.0490	-0.0014
74	8.6000	8.8716	0.2024	-0.2716	0.522	-0.521		*			0.007	-0.5187	0.1308	1.2057	-0.2012	0.0575	-0.0559	0.1092	0.1049	-0.0726	-0.1603
75	8.2000	7.6180	0.1073	0.5820	0.549	1.060			**		0.007	1.0607	0.0368	1.0299	0.2073	-0.0554	0.1205	-0.0498	0.0497	-0.1218	0.0881
76	7.1000	7.5947	0.1270	-0.4947	0.545	-0.908		*			0.007	-0.9071	0.0515	1.0663	-0.2114	0.0235	-0.1437	0.1074	0.0198	0.0420	-0.0821
77	6.4000	6.2965	0.0789	0.1035	0.554	0.187					0.000	0.1858	0.0199	1.0855	0.0265	0.0101	0.0052	-0.0005	-0.0023	-0.0131	-0.0006
78	7.6000	7.6414	0.1005	-0.0414	0.550	-0.0752					0.000	-0.0748	0.0323	1.1014	-0.0137	0.0070	-0.0087	-0.0051	-0.0056	0.0035	0.0051
79	8.9000	9.1257	0.1451	-0.2257	0.540	-0.418					0.002	-0.4159	0.0673	1.1306	-0.1117	0.0519	-0.0346	0.0523	-0.0482	-0.0016	-0.0538
80	5.7000	6.8033	0.1417	-1.1033	0.541	-2.039		****			0.047	-2.0741	0.0641	0.8686	-0.5430	-0.1901	0.0999	0.3667	0.3035	-0.1111	-0.4220
81	7.1000	7.5309	0.1287	-0.4309	0.544	-0.792		*			0.006	-0.7899	0.0529	1.0815	-0.1867	0.0165	-0.1219	0.0952	0.0348	0.0260	-0.0761
82	7.4000	7.0385	0.0972	0.3615	0.551	0.656			*		0.002	0.6541	0.0302	1.0696	0.1154	0.0139	0.0033	-0.0363	-0.0653	0.0672	0.0240
83	6.6000	6.1335	0.1110	0.4665	0.548	0.851			*		0.005	0.8495	0.0394	1.0597	0.1720	0.0748	0.0305	-0.0461	-0.0967	0.0256	0.0031
84	5.0000	5.4052	0.1488	-0.4052	0.539	-0.751		*			0.007	-0.7496	0.0708	1.1067	-0.2069	-0.1333	0.0064	0.0780	0.0287	0.1046	-0.0535
85	8.2000	7.2992	0.1345	0.9008	0.543	1.659			***		0.028	1.6745	0.0578	0.9469	0.4146	0.1275	-0.1243	-0.2568	0.0746	0.1311	0.0990
86	5.2000	5.7947	0.1042	-0.5947	0.550	-1.082		**			0.007	-1.0829	0.0347	1.0246	-0.2052	-0.0861	-0.0461	-0.0414	-0.0291	0.1369	0.0770
87	5.2000	4.6795	0.1711	0.5205	0.533	0.977			*		0.016	0.9769	0.0935	1.1064	0.3138	0.2279	-0.2092	-0.0134	-0.2028	0.0983	0.0166
88	8.2000	7.3311	0.1357	0.8689	0.543	1.601			***		0.027	1.6145	0.0588	0.9598	0.4036	0.1188	-0.1164	-0.2461	0.0900	0.1156	0.0909

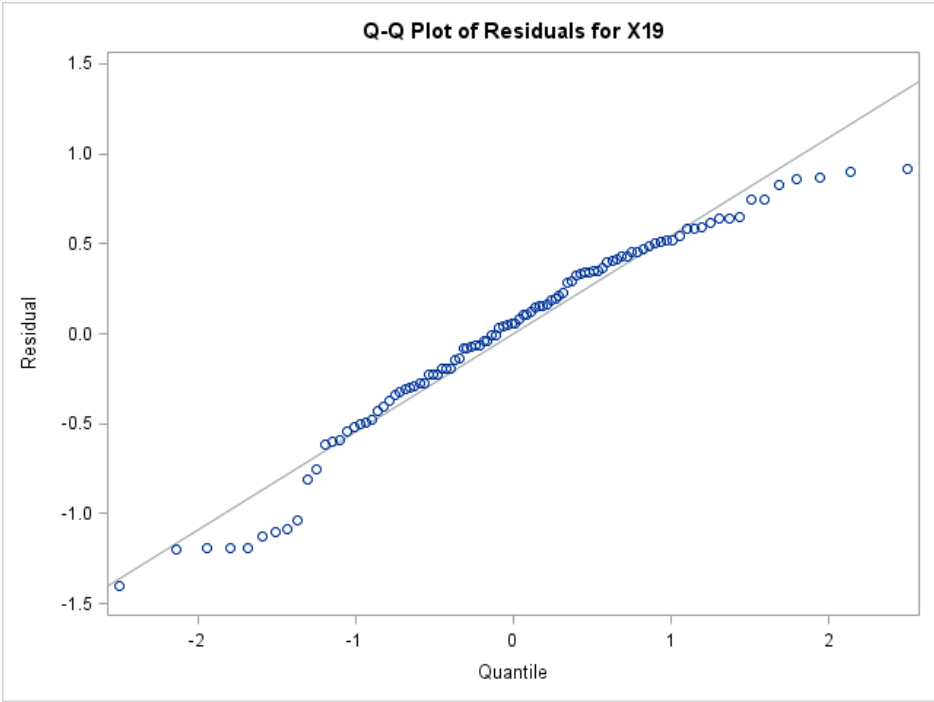
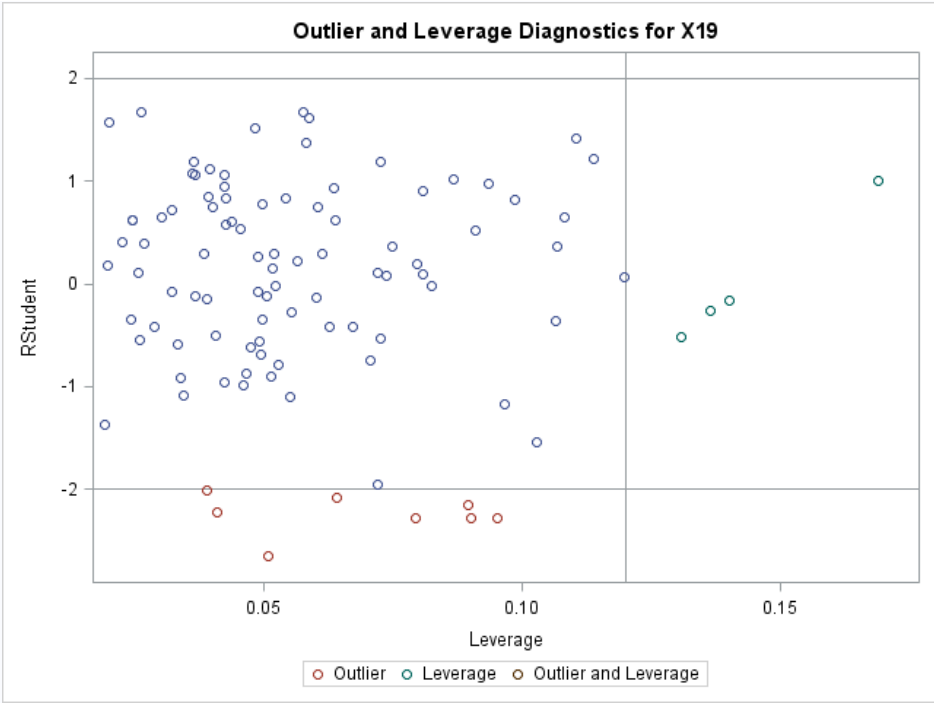
89	7.3000	7.0741	0.0842	0.2259	0.553	0.408				0.001	0.4066	0.0226	1.0794	0.0619	-0.0155	0.0351	0.0205	0.0042	-0.0078	-0.0251
90	8.2000	8.1668	0.1937	0.0332	0.525	0.0633				0.000	0.0629	0.1199	1.2112	0.0232	-0.0066	-0.0088	0.0038	0.0035	0.0021	0.0071
91	7.4000	7.2553	0.1239	0.1447	0.546	0.265				0.001	0.2639	0.0491	1.1163	0.0599	-0.0070	0.0150	-0.0106	-0.0454	0.0257	0.0232
92	4.8000	4.6096	0.1828	0.1904	0.529	0.360				0.003	0.3584	0.1068	1.1839	0.1239	0.0367	0.0070	0.0713	-0.0451	-0.0306	-0.0606
93	7.6000	7.4926	0.1579	0.1074	0.537	0.200				0.001	0.1991	0.0796	1.1556	0.0586	-0.0151	-0.0045	0.0168	-0.0301	0.0464	-0.0093
94	8.9000	9.1895	0.1508	-0.2895	0.539	-0.537		*		0.004	-0.5353	0.0726	1.1288	-0.1498	0.0698	-0.0469	0.0665	-0.0742	0.0052	-0.0664
95	7.7000	7.5418	0.1099	0.1582	0.549	0.288				0.001	0.2870	0.0386	1.1032	0.0575	-0.0168	0.0230	-0.0067	-0.0348	0.0193	0.0208
96	7.3000	7.1749	0.1329	0.1251	0.543	0.230				0.001	0.2290	0.0564	1.1262	0.0560	-0.0271	0.0156	0.0459	-0.0036	-0.0009	-0.0254
97	6.3000	6.2439	0.0901	0.0561	0.552	0.102				0.000	0.1011	0.0259	1.0939	0.0165	0.0074	0.0028	-0.0021	0.0046	-0.0114	-0.0013
98	5.4000	5.0565	0.1841	0.3435	0.528	0.650		*		0.009	0.6482	0.1083	1.1638	0.2258	0.0641	0.0025	0.0992	-0.1150	0.0650	-0.1364
99	6.4000	7.8012	0.1264	-1.4012	0.545	-2.571		*****		0.059	-2.6521	0.0510	0.7255	-0.6150	0.2836	-0.1077	-0.1251	0.1008	0.0399	-0.2284
100	6.4000	6.5922	0.1249	-0.1922	0.545	-0.353				0.001	-0.3509	0.0498	1.1133	-0.0803	-0.0269	-0.0281	0.0399	-0.0247	0.0557	-0.0199

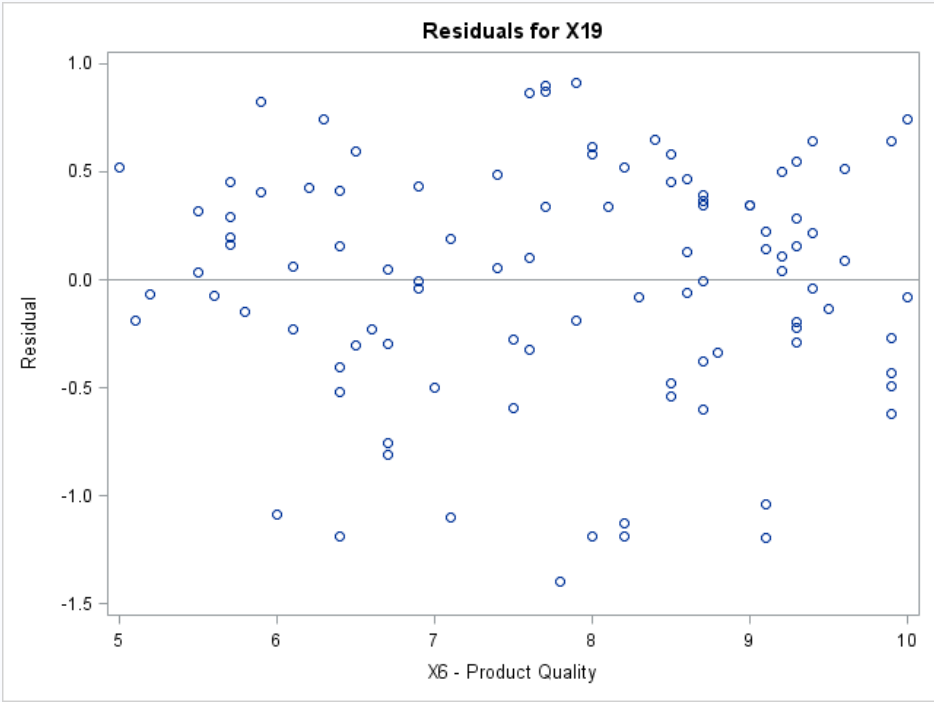
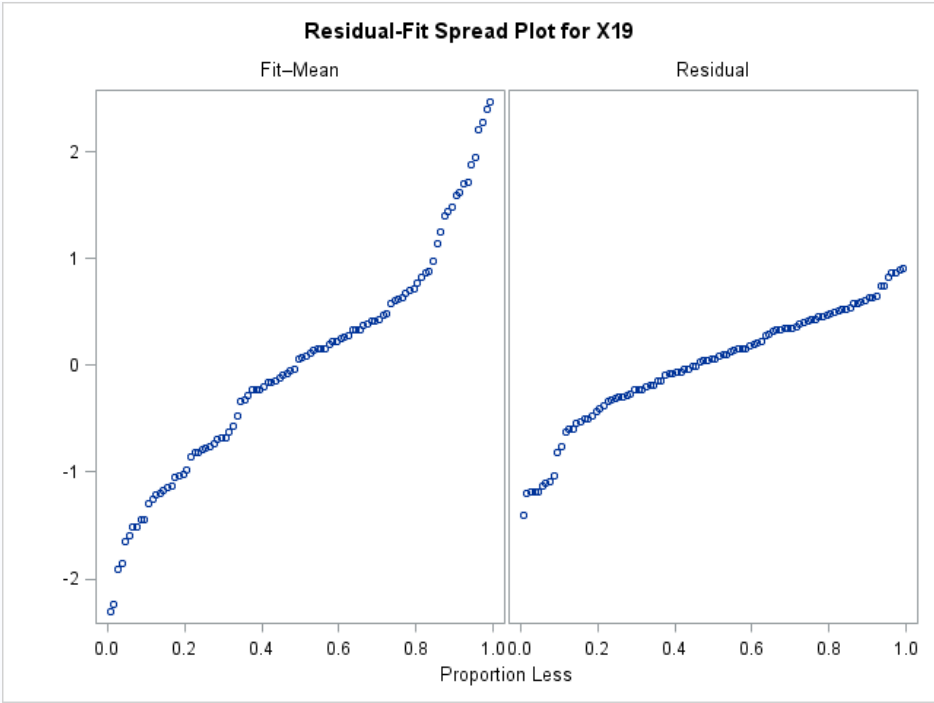
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Sum of Squared Residuals	29.42211
Predicted Residual SS (PRESS)	33.53338

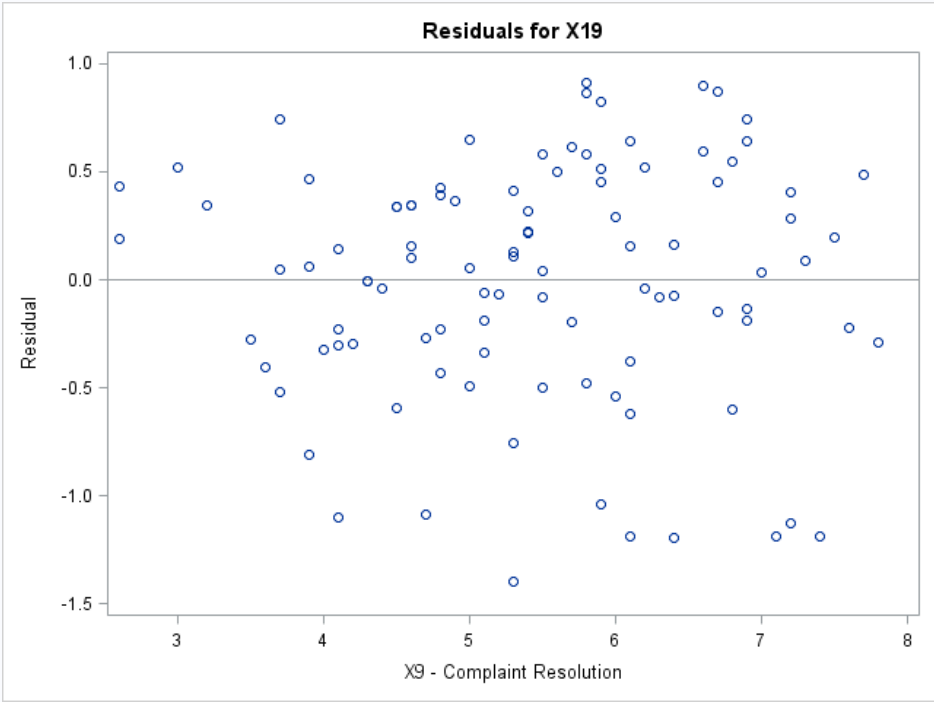
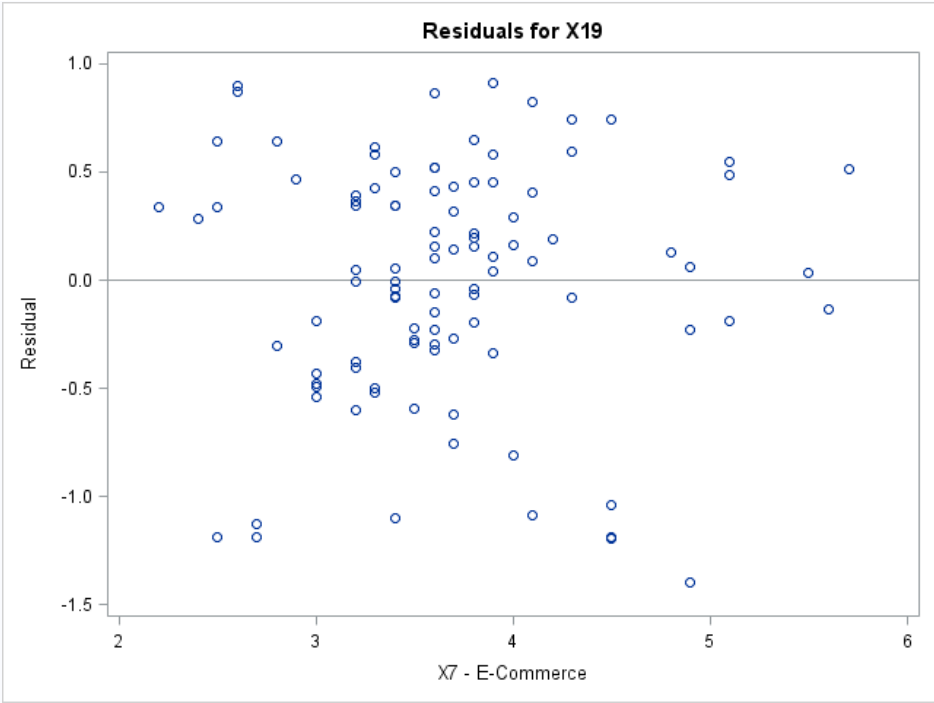


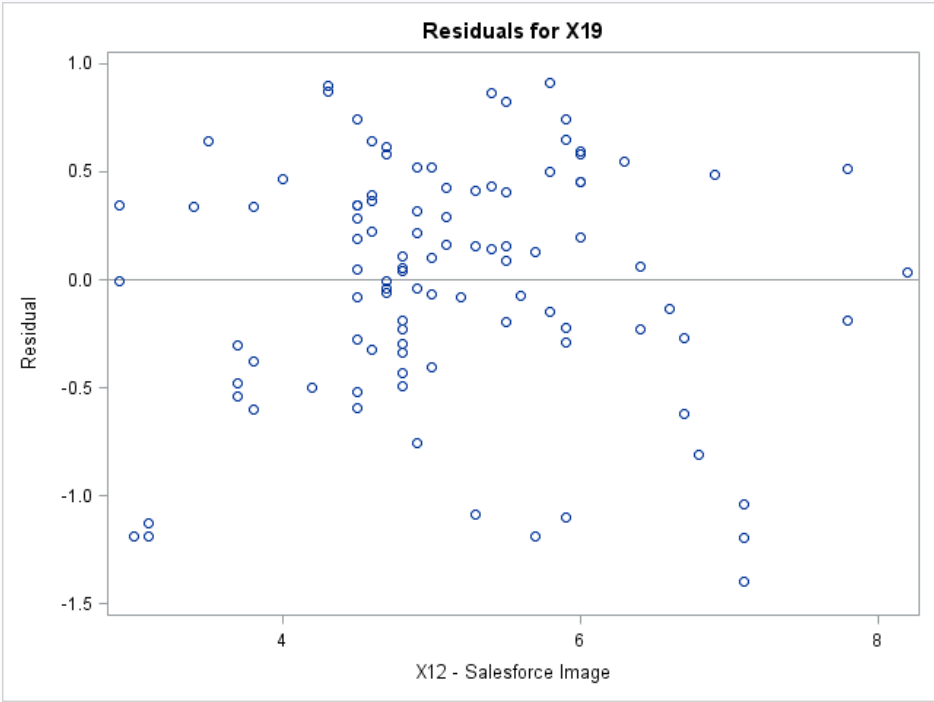
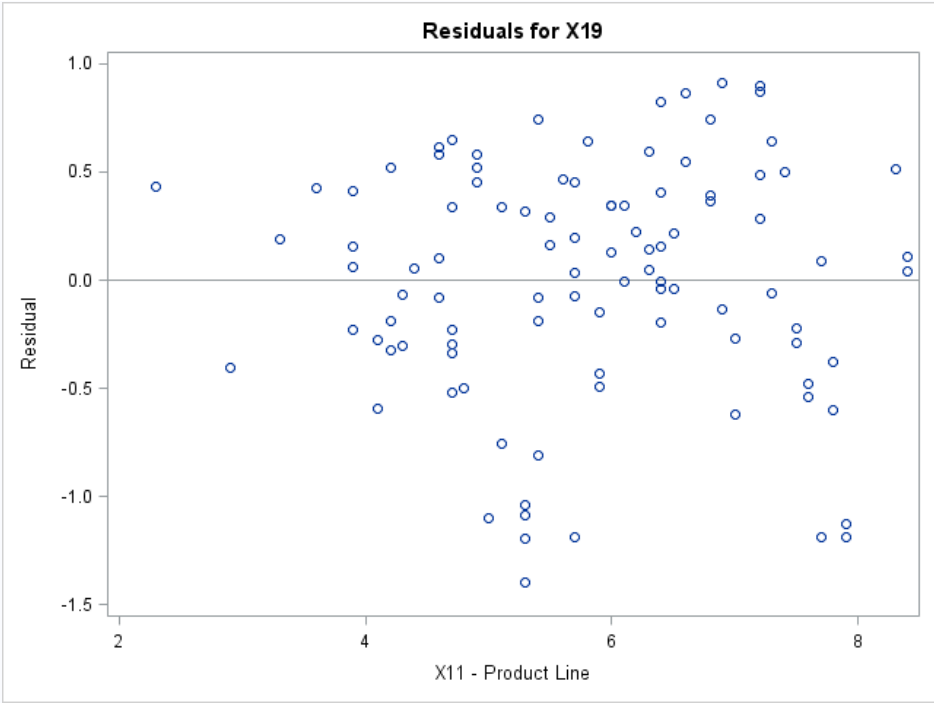




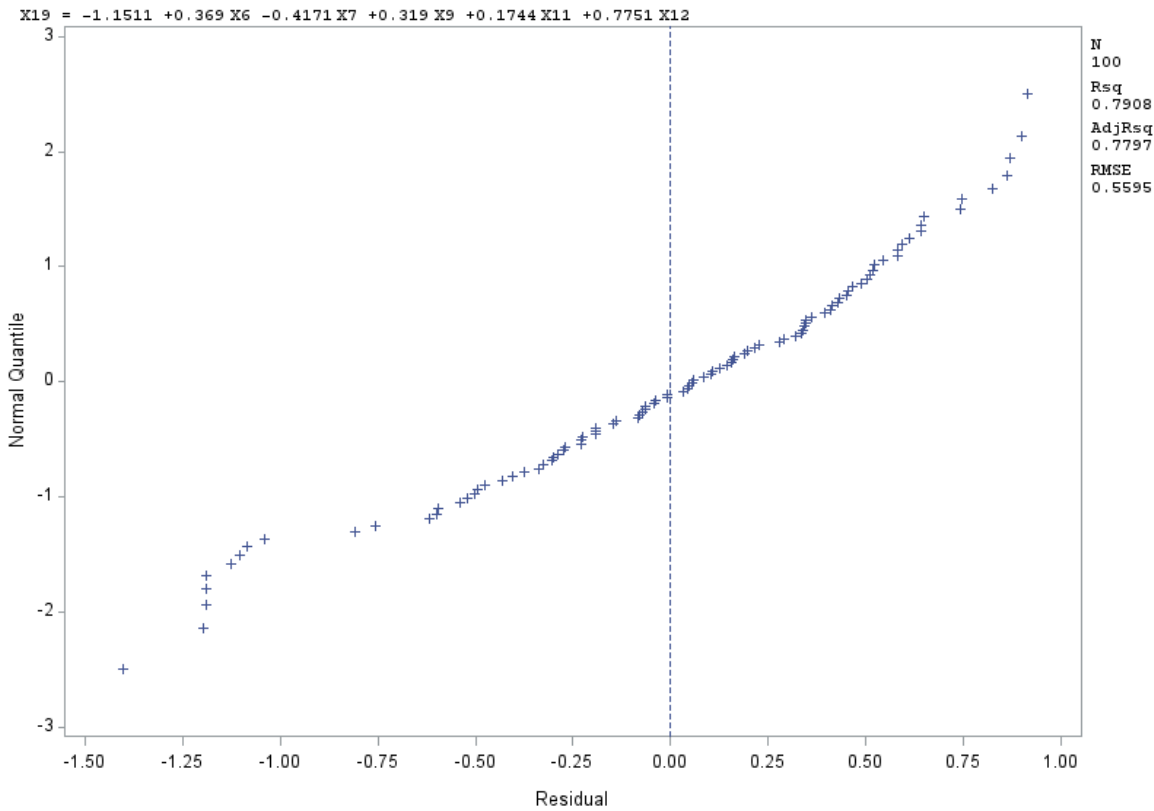




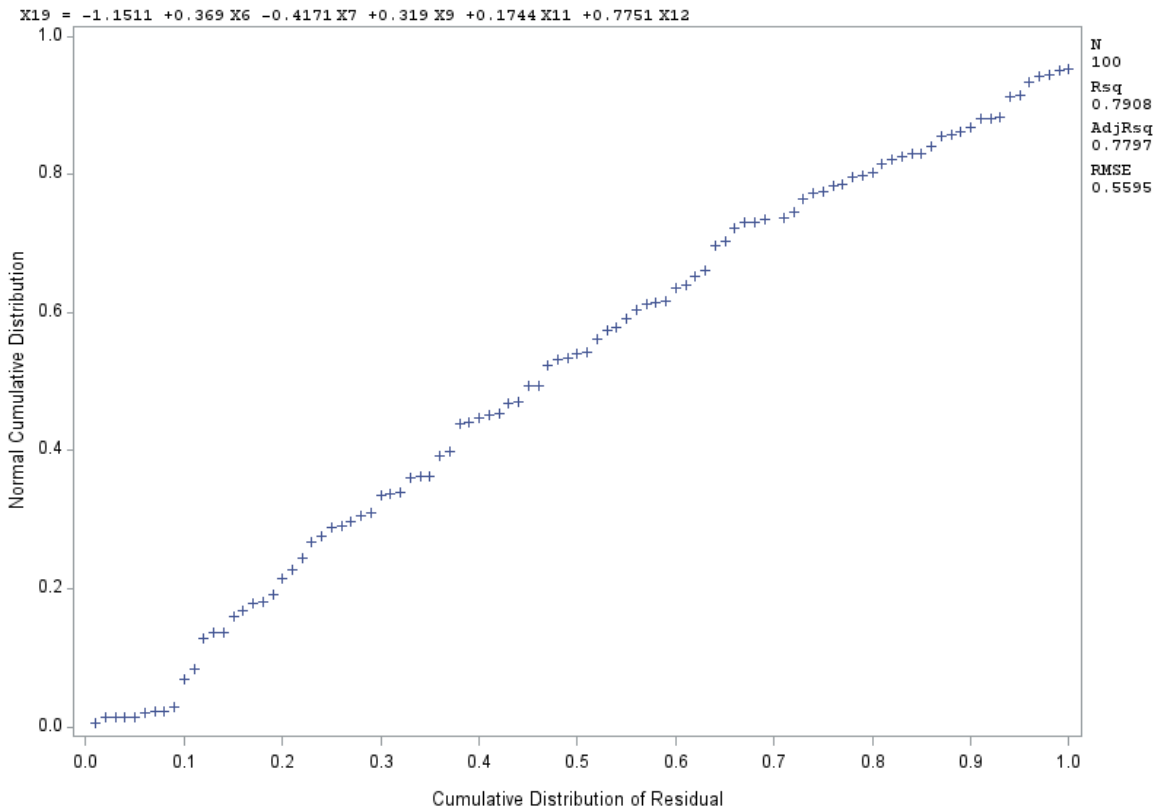




The REG Procedure



The REG Procedure



The SAS System

The REG Procedure

Number of Observations Read	100
Number of Observations Used	100

Descriptive Statistics						
Variable	Sum	Mean	Uncorrected SS	Variance	Standard Deviation	Label
Intercept	100.00000	1.00000	100.00000	0	0	Intercept
X6	781.00000	7.81000	6292.62000	1.94960	1.39628	X6 - Product Quality
X7	367.20000	3.67200	1396.94000	0.49072	0.70052	X7 - E-Commerce
X8	536.50000	5.36500	3110.21000	2.34230	1.53046	X8 - Technical Support
X9	544.20000	5.44200	3106.10000	1.46024	1.20840	X9 - Complaint Resolution
X10	401.00000	4.01000	1733.74000	1.27000	1.12694	X10 - Advertizing
X11	580.50000	5.80500	3541.07000	1.72997	1.31529	X11 - Product Line
X12	512.30000	5.12300	2738.35000	1.14987	1.07232	X12 - Salesforce Image
X13	697.40000	6.97400	5100.00000	2.38720	1.54506	X13 - Competitive Pricing
X14	604.30000	6.04300	3718.31000	0.67197	0.81974	X14 - Warranty & Claims
X15	515.00000	5.15000	2872.94000	2.22919	1.49305	X15 - New Products
X16	427.80000	4.27800	1915.54000	0.86274	0.92884	X16 - Order & Billing
X17	461.00000	4.61000	2269.20000	1.45444	1.20600	X17 - Price Flexibility
X18	388.60000	3.88600	1563.50000	0.53940	0.73444	X18 - Delivery Speed
X19	691.80000	6.91800	4926.50000	1.42048	1.19184	X19 - Satisfaction

Correlation															
Variable	Label	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19
X6	X6 - Product Quality	1.0000	-0.1372	0.0956	0.1064	-0.0535	0.4775	-0.1518	-0.4013	0.0883	0.0270	0.1043	-0.4931	0.0277	0.4863
X7	X7 - E-Commerce	-0.1372	1.0000	0.0009	0.1402	0.4299	-0.0527	0.7915	0.2295	0.0519	-0.0274	0.1561	0.2707	0.1916	0.2827
X8	X8 - Technical Support	0.0956	0.0009	1.0000	0.0967	-0.0629	0.1926	0.0170	-0.2708	0.7972	-0.0736	0.0801	-0.1861	0.0254	0.1126
X9	X9 - Complaint Resolution	0.1064	0.1402	0.0967	1.0000	0.1969	0.5614	0.2298	-0.1280	0.1404	0.0594	0.7569	0.3945	0.8651	0.6033
X10	X10 - Advertizing	-0.0535	0.4299	-0.0629	0.1969	1.0000	-0.0116	0.5422	0.1342	0.0108	0.0842	0.1842	0.3336	0.2759	0.3047
X11	X11 - Product Line	0.4775	-0.0527	0.1926	0.5614	-0.0116	1.0000	-0.0613	-0.4949	0.2731	0.0462	0.4244	-0.3780	0.6019	0.5505
X12	X12 - Salesforce Image	-0.1518	0.7915	0.0170	0.2298	0.5422	-0.0613	1.0000	0.2646	0.1075	0.0316	0.1951	0.3522	0.2716	0.5002
X13	X13 - Competitive Pricing	-0.4013	0.2295	-0.2708	-0.1280	0.1342	-0.4949	0.2646	1.0000	-0.2450	0.0232	-0.1146	0.4711	-0.0729	-0.2083
X14	X14 - Warranty & Claims	0.0883	0.0519	0.7972	0.1404	0.0108	0.2731	0.1075	-0.2450	1.0000	0.0352	0.1971	-0.1703	0.1094	0.1775
X15	X15 - New Products	0.0270	-0.0274	-0.0736	0.0594	0.0842	0.0462	0.0316	0.0232	0.0352	1.0000	0.0685	0.0941	0.1057	0.0709
X16	X16 - Order & Billing	0.1043	0.1561	0.0801	0.7569	0.1842	0.4244	0.1951	-0.1146	0.1971	0.0685	1.0000	0.4070	0.7510	0.5217
X17	X17 - Price Flexibility	-0.4931	0.2707	-0.1861	0.3945	0.3336	-0.3780	0.3522	0.4711	-0.1703	0.0941	0.4070	1.0000	0.4967	0.0560
X18	X18 - Delivery Speed	0.0277	0.1916	0.0254	0.8651	0.2759	0.6019	0.2716	-0.0729	0.1094	0.1057	0.7510	0.4967	1.0000	0.5770
X19	X19 - Satisfaction	0.4863	0.2827	0.1126	0.6033	0.3047	0.5505	0.5002	-0.2083	0.1775	0.0709	0.5217	0.0560	0.5770	1.0000

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	13	113.04397	8.69569	27.11	<.0001
Error	86	27.58363	0.32074		
Corrected Total	99	140.62760			

Root MSE	0.56634	R-Square	0.8039
Dependent Mean	6.91800	Adj R-Sq	0.7742
Coeff Var	8.18646		

Parameter Estimates									
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t	Standardized Estimate	Tolerance	Variance Inflation
Intercept	Intercept	1	-1.33584	1.12031	-1.19	0.2364	0	.	0
X6	X6 - Product Quality	1	0.37742	0.05271	7.16	<.0001	0.44216	0.59820	1.67169
X7	X7 - E-Commerce	1	-0.45606	0.13651	-3.34	0.0012	-0.26806	0.35429	2.82256
X8	X8 - Technical Support	1	0.03520	0.06492	0.54	0.5891	0.04520	0.32815	3.04740
X9	X9 - Complaint Resolution	1	0.15429	0.10360	1.49	0.1401	0.15643	0.20671	4.83774
X10	X10 - Advertizing	1	-0.03441	0.06283	-0.55	0.5853	-0.03254	0.64624	1.54742
X11	X11 - Product Line	1	0.36239	0.26669	1.36	0.1778	0.39992	0.02633	37.97842
X12	X12 - Salesforce Image	1	0.82738	0.10146	8.15	<.0001	0.74441	0.27370	3.65361
X13	X13 - Competitive Pricing	1	-0.04747	0.04820	-0.98	0.3275	-0.06153	0.58410	1.71202
X14	X14 - Warranty & Claims	1	-0.10697	0.12553	-0.85	0.3965	-0.07357	0.30596	3.26841
X15	X15 - New Products	1	-0.00294	0.03953	-0.07	0.9409	-0.00368	0.92985	1.07545
X16	X16 - Order & Billing	1	0.14306	0.10452	1.37	0.1746	0.11150	0.34375	2.90906
X17	X17 - Price Flexibility	1	0.23793	0.27249	0.87	0.3850	0.24075	0.03000	33.33234
X18	X18 - Delivery Speed	1	-0.24917	0.51410	-0.48	0.6291	-0.15354	0.02273	44.00376

The SAS System

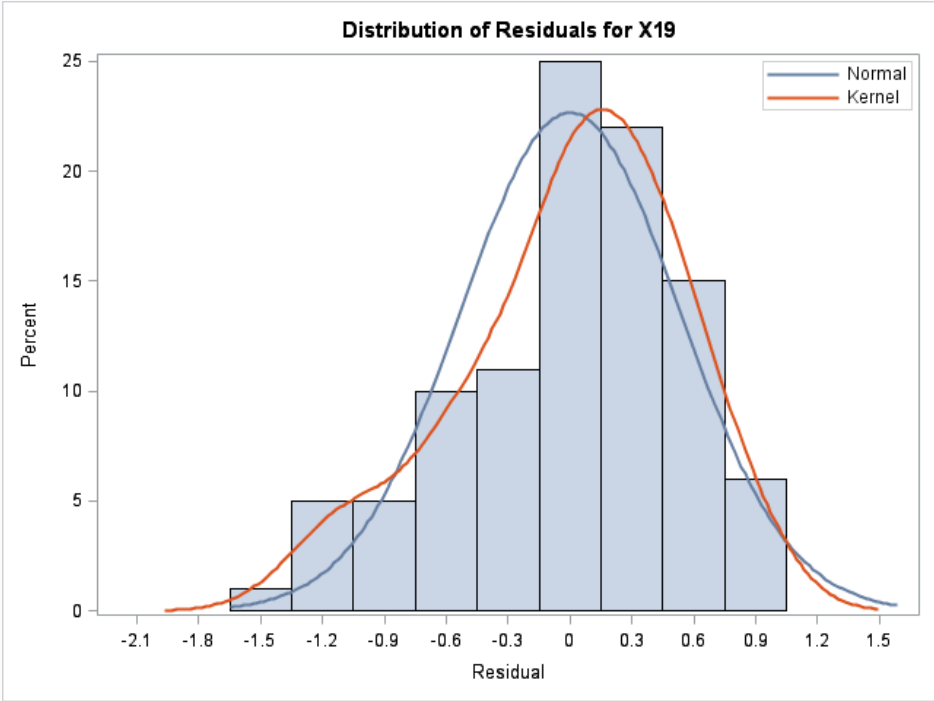
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

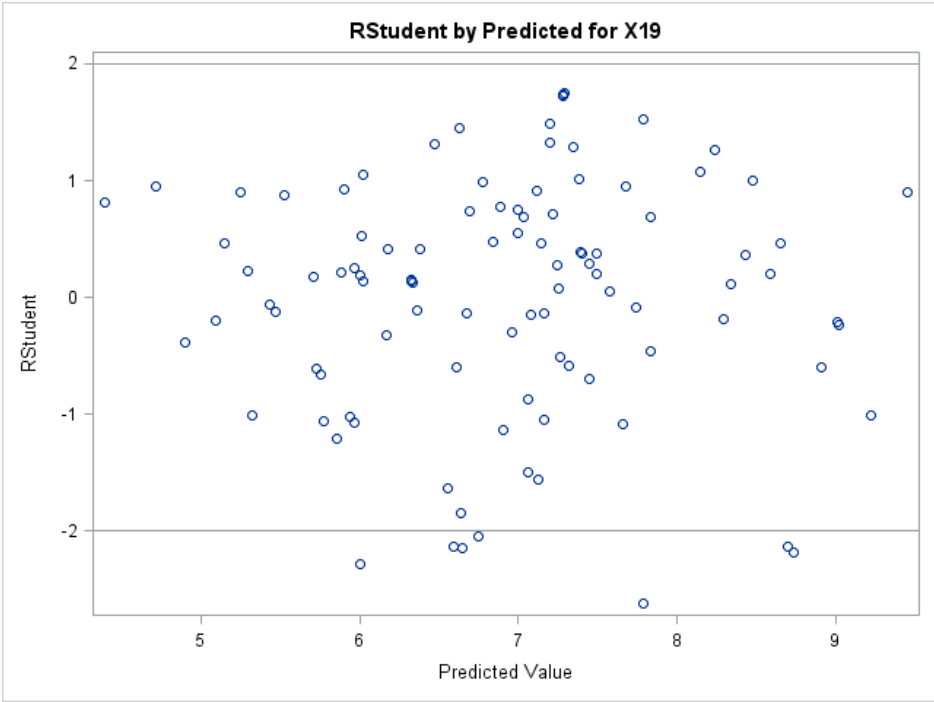
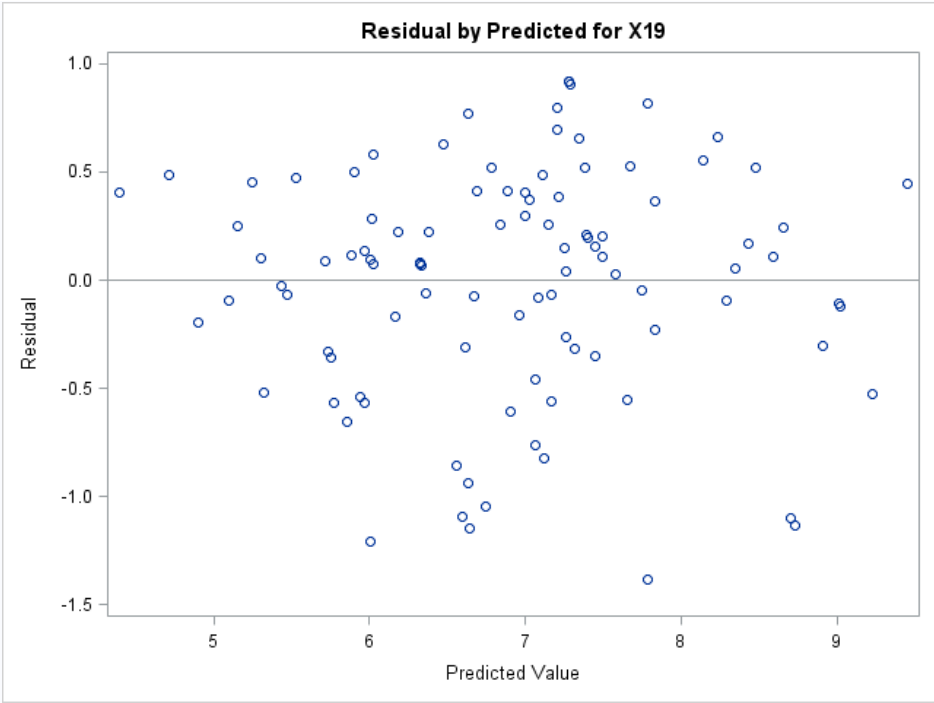
Output Statistics																													
Obs	Dependent Variable	Predicted Value	Std Error Mean Predict	Residual	Std Error Residual	Student Residual	-2-1 0 1 2			Cook's D	RStudent	Hat Diag H	Cov Ratio	DFFITS	DFBETAS														
															Intercept	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	
1	8.2000	7.8353	0.1916	0.3647	0.533	0.684		*		0.004	0.6821	0.1145	1.2324	0.2453	0.0501	0.0324	-0.0446	-0.0730	0.0582	0.0203	-0.0062	0.0742	-0.0565	-0.0309	-0.0465	0.0855	0.0029	-0.0373	
2	5.7000	6.6372	0.2365	-0.9372	0.515	-1.821		***		0.050	-1.8467	0.1744	0.8226	-0.8489	-0.2523	0.0432	-0.1076	0.0148	-0.2800	-0.0937	0.1983	0.3743	0.0512	0.0238	0.1391	0.4782	0.2006	-0.2739	
3	8.9000	8.6543	0.2071	0.2457	0.527	0.466				0.002	0.4640	0.1337	1.3124	0.1823	0.0266	0.0053	-0.0837	0.0182	-0.0938	0.0478	-0.0012	0.0763	-0.0563	-0.0345	-0.0292	0.0772	-0.0109	0.0199	
4	4.8000	5.3227	0.2228	-0.5227	0.521	-1.004		**		0.013	-1.0040	0.1548	1.1816	-0.4297	-0.0021	0.1261	0.0553	-0.0641	0.1283	-0.1753	-0.0217	0.0609	-0.1862	-0.0362	0.1083	-0.2115	0.0180	0.0263	
5	7.1000	6.8409	0.1507	0.2591	0.546	0.475				0.001	0.4725	0.0708	1.2219	0.1304	0.0176	0.0319	0.0025	-0.0138	-0.0456	-0.0697	-0.0296	0.0080	0.0215	0.0085	-0.0150	0.0529	-0.0331	0.0329	
6	4.7000	4.8982	0.2580	-0.1982	0.504	-0.393				0.003	-0.3911	0.2075	1.4494	-0.2001	-0.0817	0.0432	-0.0044	0.0220	-0.0003	-0.0427	0.0930	0.0622	-0.0433	0.0012	-0.1371	-0.0131	0.0977	-0.0875	
7	5.7000	5.2453	0.2508	0.4547	0.508	0.895			*		0.014	0.8944	0.1961	1.2852	0.4418	0.1843	0.0399	-0.0422	0.1120	-0.0274	-0.1723	-0.0969	0.1237	0.0321	-0.1412	-0.1172	-0.0339	-0.0726	0.0681
8	6.3000	6.0159	0.1679	0.2841	0.541	0.525			*		0.002	0.5230	0.0879	1.2346	0.1624	0.0671	-0.0159	-0.0441	-0.0355	-0.0270	0.0225	-0.0383	0.0154	-0.0727	0.0126	-0.0211	0.0168	-0.0106	0.0275
9	7.0000	7.0834	0.1799	-0.0834	0.537	-0.155				0.000	-0.1544	0.1009	1.3050	-0.0517	0.0117	0.0149	0.0183	-0.0010	-0.0098	0.0134	-0.0192	-0.0183	-0.0170	0.0010	0.0119	0.0121	-0.0171	0.0155	
10	5.5000	6.6463	0.1480	-1.1463	0.547	-2.097		****		0.023	-2.1400	0.0683	0.6064	-0.5794	0.0277	0.1407	-0.2644	-0.1853	-0.0831	-0.0637	-0.0673	0.1725	-0.1042	0.2114	-0.0530	0.1840	-0.0536	0.0218	
11	7.4000	7.0302	0.1704	0.3698	0.540	0.685			*		0.003	0.6826	0.0905	1.1997	0.2153	0.0134	0.0280	-0.0231	-0.0119	-0.0787	-0.0879	-0.0324	0.0273	0.0241	-0.0062	0.1110	-0.0304	-0.0440	0.0695
12	6.0000	5.8830	0.2006	0.1170	0.530	0.221				0.000	0.2196	0.1254	1.3362	0.0832	0.0279	-0.0154	0.0337	0.0344	-0.0094	-0.0011	-0.0312	-0.0078	0.0022	-0.0262	0.0254	-0.0135	-0.0302	0.0317	
13	8.4000	8.3437	0.2407	0.0563	0.513	0.110				0.000	0.1093	0.1807	1.4348	0.0513	-0.0179	0.0139	0.0359	-0.0200	0.0182	0.0022	-0.0055	-0.0193	0.0083	0.0191	0.0009	-0.0046	-0.0058	0.0018	
14	7.6000	7.4933	0.2158	0.1067	0.524	0.204				0.001	0.2027	0.1451	1.3686	0.0835	-0.0158	0.0040	0.0159	-0.0156	-0.0176	-0.0282	0.0060	-0.0053	0.0322	0.0182	-0.0319	0.0041	-0.0066	0.0068	
15	8.0000	7.2014	0.1716	0.7986	0.540	1.480			**		0.016	1.4902	0.0918	0.9039	0.4738	-0.1307	-0.0990	0.1614	-0.0641	-0.0043	-0.0348	0.0367	-0.1130	0.1439	0.0673	-0.0051	-0.1489	0.0188	0.0477
16	6.6000	7.0609	0.1965	-0.4609	0.531	-0.868		*		0.007	-0.8665	0.1204	1.1841	-0.3206	0.0137	-0.0090	-0.0718	0.1941	-0.1223	0.0277	-0.0158	0.1104	0.0852	-0.1527	0.0345	0.1467	-0.0186	0.0093	
17	6.4000	6.1799	0.1886	0.2201	0.534	0.412				0.002	0.4102	0.1110	1.2887	0.1449	-0.0117	-0.0305	0.0395	0.0060	-0.0063	-0.0484	0.0186	-0.0230	-0.0623	0.0245	0.0046	-0.0587	0.0374	-0.0071	
18	7.4000	6.9940	0.1738	0.4060	0.539	0.753			*		0.004	0.7514	0.0942	1.1853	0.2423	-0.0025	-0.1246	0.0452	0.0212	0.0570	-0.0544	-0.0023	-0.0261	0.0796	-0.0216	0.0720	0.0783	-0.0249	-0.0007
19	6.8000	6.9598	0.1897	-0.1598	0.534	-0.299				0.001	-0.2979	0.1122	1.3075	-0.1059	-0.0075	0.0496	0.0453	-0.0413	0.0021	0.0190	-0.0232	-0.0417	-0.0354	0.0517	-0.0220	-0.0303	-0.0127	0.0181	
20	7.6000	8.7332	0.1970	-1.1332	0.531	-2.134		****		0.045	-2.1803	0.1210	0.6255	-0.8089	0.3465	-0.4544	0.0414	0.3225	-0.1551	0.0605	0.0042	-0.2275	-0.0158	-0.2471	-0.1360	0.2467	-0.0963	0.0338	
21	5.4000	5.1509	0.1995	0.2491	0.530	0.470				0.002	0.4679	0.1240	1.2972	0.1761	0.0321	-0.0726	0.0376	-0.0099	0.0855	0.0233	-0.0487	-0.0572	0.0366	0.0640	-0.0048	-0.0601	-0.0467	0.0290	
22	9.9000	9.4533	0.2702	0.4467	0.498	0.898			*		0.017	0.8965	0.2276	1.3368	0.4867	-0.0950	0.0124	0.1384	0.1308	-0.0522	-0.0108	0.1179	0.1224	-0.1315	-0.1465	0.1148	-0.0236	0.0715	-0.0847
23	7.0000	7.3182	0.1832	-0.3182	0.536	-0.594		*		0.003	-0.5916	0.1047	1.2421	-0.2023	-0.0104	0.0244	-0.0091	-0.0821	0.0959	0.0232	-0.0436	-0.0177	0.1000	0.0629	-0.0451	-0.0677	-0.0344	0.0247	
24	8.6000	8.4316	0.3290	0.1684	0.461	0.365				0.005	0.3634	0.3374	1.7395	0.2593	-0.0207	0.0208	-0.0990	-0.1587	0.0239	-0.0755	0.0115	0.0719	-0.0001	0.1138	-0.0584	0.1004	0.0099	-0.0297	
25	4.8000	6.0061	0.1631	-1.2061	0.542	-2.224		****		0.032	-2.2774	0.0830	0.5605	-0.6851	0.0125	0.2035	-0.1346	0.1498	0.3599	0.1592	0.0024	0.0744	-0.0665	-0.2089	0.2213	-0.2091	0.0085	-0.0815	
26	6.6000	6.6714	0.2031	-0.0714	0.529	-0.135				0.000	-0.1343	0.1286	1.3478	-0.0516	-0.0053	0.0051	0.0085	-0.0171	-0.0030	0.0023	-0.0042	-0.0068	0.0108	0.0129	0.0123	-0.0255	-0.0105	0.0123	
27	6.3000	6.9071	0.1795	-0.6071	0.537	-1.130		**		0.010	-1.1322	0.1005	1.0619	-0.3785	-0.0257	0.0638	-0.0183	-0.1092	0.1176	-0.1085	0.0186	0.1316	0.0330	0.0401	-0.1300	-0.1418	0.0456	-0.0511	
28	5.4000	5.7554	0.1676	-0.3554	0.541	-0.657		*		0.003	-0.6548	0.0875	1.2031	-0.2028	0.0078	-0.0031	-0.0359	0.0531	-0.0579	0.0578	0.0619	0.0755	-0.0953	-0.0895	-0.0373	0.0115	0.0507	-0.0451	
29	6.3000	7.1241	0.1965	-0.8241	0.531	-1.552		***		0.024	-1.5645	0.1204	0.8999	-0.5788	-0.1259	0.1069	0.0081	-0.1704	0.1839	0.1743	-0.0362	0.0180	0.0893	0.2410	-0.1314	-0.3408	0.0130	-0.0040	
30	5.4000	5.9641	0.2057	-0.5641	0.528	-1.069		**		0.012	-1.0699	0.1320	1.1252	-0.4171	-0.0486	-0.0200	-0.0342	0.0193	0.1835	-0.1346	0.0270	0.0924	0.0177	0.0698	-0.1462	-0.2084	0.0102	-0.0208	
31	6.1000	6.0028	0.2113	0.0972	0.525	0.185				0.000	0.1839	0.1392	1.3609	0.0740	0.0229	-0.0324	-0.0034	0.0109	-0.0103	0.0281	-0.0133	-0.0082	-0.0044	0.0120	-0.0195	0.0052	-0.0211	0.0155	
32	6.4000	5.8978	0.1737	0.5022	0.539	0.932			*		0.006	0.9310	0.0941	1.1281	0.3000	0.0601	0.0282	-0.0795	0.0416	0.0667	-0.0740	-0.0766	0.0078	0.0208	0.0449	0.0829	-0.1042	-0.0615	0.0567
33	5.4000	5.9374	0.2089	-0.5374	0.526	-1.021		**		0.012	-1.0212	0.1361	1.1495	-0.4054	-0.0418	0.1062	-0.0210	-0.2003	-0.1289	-0.2202	-0.0154	0.1022	-0.2053	0.1584	0.0295	0.0232	0.		

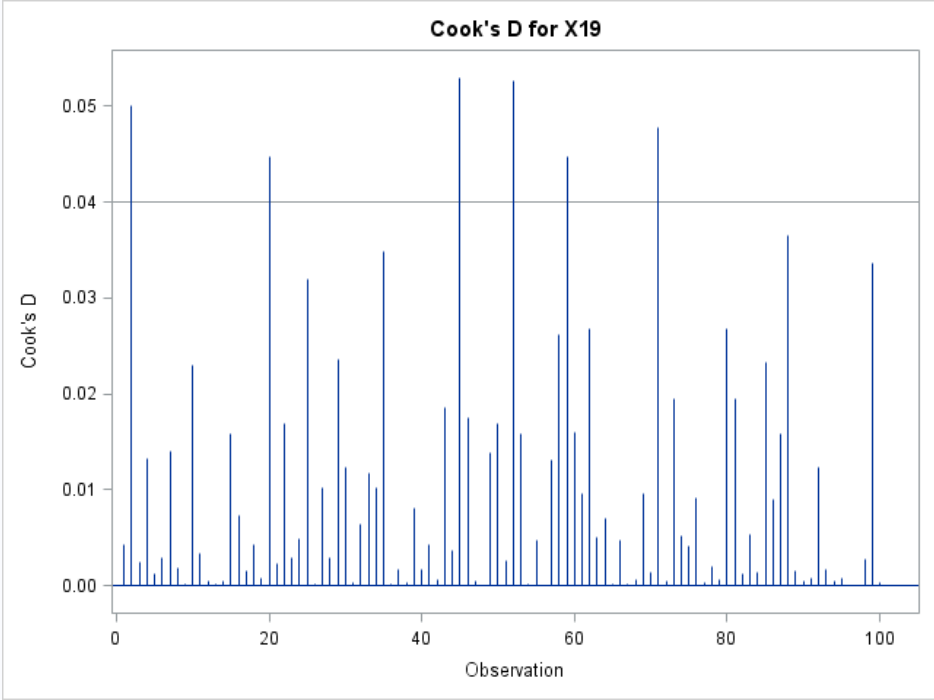
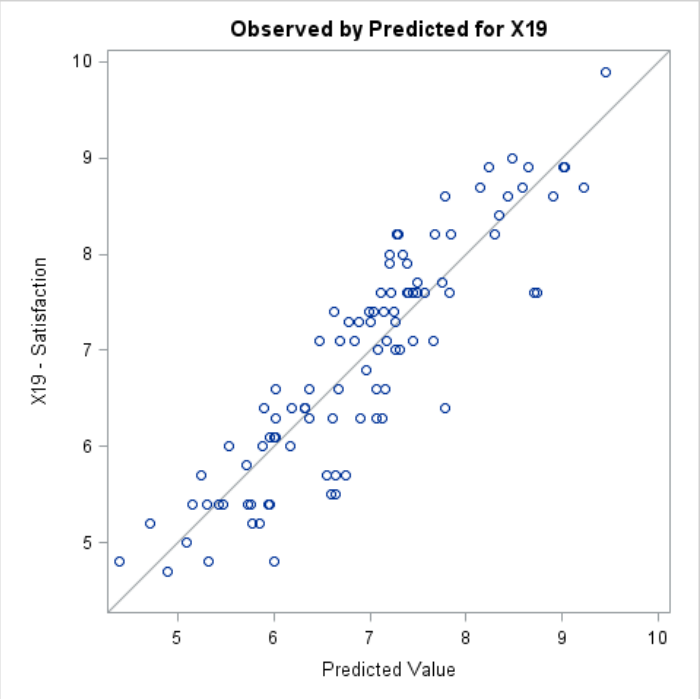
41	7.0000	7.2644	0.2421	-0.2644	0.512	-0.516		*		0.004	-0.5141	0.1827	1.3799	-0.2430	-0.0245	-0.0682	0.0655	-0.0442	0.0287	0.0660	-0.0179	-0.0699	-0.0487	0.1051	0.1297	-0.0485	-0.0282	0.0167
42	7.6000	7.4462	0.1846	0.1538	0.535	0.287				0.001	0.2857	0.1063	1.3004	0.0985	-0.0259	0.0365	0.0109	0.0449	-0.0207	-0.0096	0.0236	-0.0045	0.0425	-0.0570	0.0237	-0.0013	0.0179	-0.0116
43	8.9000	8.2363	0.2117	0.6637	0.525	1.264		**		0.019	1.2680	0.1397	1.0532	0.5110	-0.0290	0.1038	0.2612	0.0781	0.1954	0.1766	-0.0240	-0.1446	0.0720	-0.1617	-0.0612	-0.0477	-0.0455	-0.0068
44	7.6000	7.8322	0.2520	-0.2322	0.507	-0.458				0.004	-0.4557	0.1979	1.4192	-0.2264	0.0266	0.0765	-0.0093	0.0336	-0.0486	0.0660	-0.0474	-0.0855	0.1121	-0.0518	0.0044	0.0291	-0.0610	0.0609
45	5.5000	6.5925	0.2160	-1.0925	0.524	-2.087		****		0.053	-2.1292	0.1455	0.6660	-0.8786	-0.3594	0.1660	0.0048	-0.0698	-0.2951	-0.1892	0.1203	0.3270	0.0717	0.2057	0.1611	0.2693	0.1591	-0.1663
46	7.4000	6.6319	0.1846	0.7681	0.535	1.435		**		0.017	1.4436	0.1062	0.9389	0.4976	-0.0379	-0.2159	0.0526	0.0551	-0.1780	0.2487	0.0155	-0.1405	0.1574	-0.0013	-0.0295	0.1255	-0.0331	0.0604
47	7.1000	7.1665	0.2763	-0.0665	0.494	-0.135				0.000	-0.1339	0.2381	1.5414	-0.0748	-0.0123	-0.0228	-0.0403	0.0020	-0.0292	0.0099	0.0263	0.0297	0.0277	-0.0088	0.0068	-0.0027	0.0165	-0.0119
48	7.6000	7.5745	0.2131	0.0255	0.525	0.0487				0.000	0.0484	0.1416	1.3718	0.0197	-0.0018	-0.0064	-0.0050	0.0062	-0.0010	0.0059	0.0020	0.0016	0.0026	-0.0033	-0.0021	0.0092	0.0021	-0.0021
49	8.7000	9.2262	0.2261	-0.5262	0.519	-1.013		**		0.014	-1.0134	0.1593	1.1843	-0.4412	0.0582	-0.0832	0.1864	0.1399	-0.0888	0.0732	-0.0265	-0.2762	-0.0256	-0.0442	-0.1251	-0.0225	0.0085	0.0519
50	8.6000	7.7858	0.1737	0.8142	0.539	1.511		***		0.017	1.5221	0.0941	0.8923	0.4905	0.1746	-0.0766	-0.0660	-0.0053	-0.0548	-0.0143	0.0373	0.1700	-0.2820	-0.1471	-0.1647	-0.0867	0.0211	0.0103
51	5.4000	5.7285	0.1700	-0.3285	0.540	-0.608		*		0.003	-0.6058	0.0901	1.2188	-0.1906	-0.0892	0.0923	-0.0012	-0.0807	-0.0058	-0.0063	0.0116	-0.0087	-0.0205	0.0927	-0.0412	-0.1053	0.0349	0.0134
52	5.7000	6.7472	0.2224	-1.0472	0.521	-2.010		****		0.053	-2.0475	0.1541	0.7098	-0.8740	-0.2857	0.0860	-0.1278	0.2542	-0.3465	0.0714	0.2332	0.3593	0.0820	-0.0885	0.0175	0.3380	0.2442	-0.2726
53	8.7000	8.1439	0.2275	0.5561	0.519	1.072		**		0.016	1.0733	0.1614	1.1633	0.4709	-0.1278	0.1189	-0.2208	-0.0647	-0.0826	-0.1274	0.0710	0.1578	-0.0105	0.0575	0.2590	-0.0383	0.0780	-0.0265
54	6.1000	6.0253	0.1620	0.0747	0.543	0.138				0.000	0.1369	0.0818	1.2789	0.0409	0.0228	-0.0225	-0.0008	-0.0073	0.0001	-0.0008	-0.0088	0.0016	-0.0109	0.0062	-0.0038	-0.0078	-0.0140	0.0105
55	7.3000	6.8853	0.1802	0.4147	0.537	0.772		*		0.005	0.7706	0.1013	1.1889	0.2587	-0.0806	0.1185	-0.0420	-0.0433	-0.0347	-0.0934	0.0600	0.0180	0.0244	0.0185	-0.0823	0.0189	0.1032	-0.0603
56	7.7000	7.7463	0.1711	-0.0463	0.540	-0.0857				0.000	-0.0852	0.0912	1.2946	-0.0270	0.0062	-0.0040	0.0014	-0.0115	-0.0101	0.0013	-0.0042	-0.0052	-0.0106	0.0069	-0.0071	-0.0021	-0.0013	0.0072
57	9.0000	8.4809	0.2236	0.5191	0.520	0.998		*		0.013	0.9976	0.1559	1.1856	0.4286	-0.2497	0.0241	0.1391	-0.0617	0.0243	-0.1038	0.0773	-0.0210	0.1655	0.0750	0.1293	-0.0291	0.0645	-0.0378
58	8.2000	7.2805	0.1879	0.9195	0.534	1.721		***		0.026	1.7413	0.1101	0.8104	0.6126	0.1662	-0.2059	-0.0464	-0.2281	0.0996	0.3048	-0.1189	-0.0146	-0.2816	0.2001	0.1323	0.0278	-0.1425	0.0765
59	7.1000	6.4690	0.2940	0.6310	0.484	1.304		**		0.045	1.3091	0.2696	1.2194	0.7953	0.0089	0.3392	0.3830	-0.2619	-0.2496	0.0221	-0.2213	-0.3238	-0.3696	0.3246	-0.0894	-0.1515	-0.1018	0.2485
60	7.9000	7.3801	0.2397	0.5199	0.513	1.013		**		0.016	1.0133	0.1791	1.2129	0.4734	-0.0082	0.1529	0.0169	0.1766	0.1414	-0.0767	-0.0276	-0.0838	-0.0484	-0.1273	0.1706	0.1212	0.0208	-0.0469
61	6.6000	7.1627	0.1860	-0.5627	0.535	-1.052		**		0.010	-1.0526	0.1079	1.1014	-0.3660	0.0509	0.0048	-0.0337	-0.1627	0.1239	0.0630	-0.0698	0.0731	0.0257	0.0569	0.0378	-0.1126	-0.0569	0.0275
62	8.0000	7.3416	0.2433	0.6584	0.511	1.287		**		0.027	1.2923	0.1845	1.1000	0.6147	0.1211	0.1639	-0.0861	0.3703	0.0170	0.0005	-0.0425	0.1506	-0.1071	-0.3477	-0.0399	-0.2756	0.0102	0.0577
63	6.3000	6.6100	0.2308	-0.3100	0.517	-0.599		*		0.005	-0.5972	0.1660	1.3320	-0.2665	-0.0986	0.0021	-0.0744	0.0063	-0.1030	-0.0524	0.0725	0.0560	0.0500	0.0595	-0.1214	-0.0838	0.0727	-0.0101
64	6.0000	5.5287	0.1887	0.4713	0.534	0.883		*		0.007	0.8815	0.1110	1.1665	0.3116	0.1765	-0.0562	-0.1131	0.0589	0.1208	-0.0103	-0.0828	0.0168	0.0033	-0.0458	0.0127	0.0152	-0.0877	0.0276
65	5.4000	5.4672	0.1683	-0.0672	0.541	-0.124				0.000	-0.1235	0.0884	1.2888	-0.0384	-0.0121	0.0163	-0.0022	0.0055	-0.0069	-0.0220	0.0057	0.0096	-0.0038	-0.0091	0.0086	-0.0050	0.0087	-0.0006
66	7.6000	7.2154	0.1904	0.3846	0.533	0.721		*		0.005	0.7190	0.1130	1.2200	0.2567	-0.0222	-0.0447	-0.0596	-0.0612	-0.0300	0.0297	0.0376	0.0355	-0.0290	0.0265	-0.0475	-0.0805	0.0551	-0.0012
67	6.4000	6.3304	0.2140	0.0696	0.524	0.133				0.000	0.1319	0.1428	1.3701	0.0538	-0.0081	-0.0122	0.0140	0.0043	0.0017	-0.0233	0.0039	-0.0072	-0.0164	0.0126	0.0123	-0.0047	0.0099	-0.0039
68	6.1000	5.9629	0.1914	0.1371	0.533	0.257				0.001	0.2557	0.1142	1.3155	0.0918	0.0284	-0.0355	0.0022	-0.0071	-0.0249	0.0063	0.0073	-0.0074	-0.0423	-0.0024	-0.0510	0.0011	0.0125	0.0005
69	5.2000	5.7699	0.1849	-0.5699	0.535	-1.065		**		0.010	-1.0655	0.1066	1.0950	-0.3681	-0.0208	-0.0830	-0.0092	0.0020	0.2576	0.1367	-0.0223	-0.0096	0.0568	0.0497	0.0059	-0.0908	-0.0638	-0.0112
70	6.6000	6.3764	0.1819	0.2236	0.536	0.417				0.001	0.4150	0.1031	1.2766	0.1407	0.0126	-0.0013	-0.0172	-0.0690	-0.0107	-0.0302	0.0094	0.0217	-0.0663	0.0313	-0.0043	0.0168	0.0334	-0.0204
71	7.6000	8.7023	0.2065	-1.1023	0.527	-2.090		****		0.048	-2.1329	0.1329	0.6547	-0.8351	0.4588	-0.4238	0.0984	0.1018	0.1795	-0.2149	-0.0132	-0.1559	-0.1356	-0.2797	0.0305	-0.1492	-0.0957	0.0278
72	5.8000	5.7112	0.2517	0.0888	0.507	0.175				0.001	0.1741	0.1975	1.4605	0.0864	0.0364	-0.0376	-0.0128	-0.0293	-0.0117	0.0298	0.0075	0.0044	-0.0253	0.0057	-0.0361	-0.0053	-0.0025	-0.0027
73	7.9000	7.2034	0.2080	0.6966	0.527	1.322		**		0.019	1.3283	0.1349	1.0212	0.5245	0.0298	-0.1893	0.0502	-0.0390	0.1253	0.2990	0.0420	-0.0778	0.1242	-0.1210	0.0966	-0.0087	-0.0218	-0.0341
74	8.6000	8.9071	0.2325	-0.3071	0.516	-0.595		*		0.005	-0.5924	0.1685	1.3373	-0.2667	0.0782	-0.0777	0.1345	-0.0579	0.1167	-0.0536	-0.0420	-0.1457	-0.0410	0.0051	0.0439	-0.0165	-0.0250	0.0108
75	8.2000	7.6746	0.1373	0.5254	0.549	0.956		*		0.004	0.9558	0.0588	1.0775	0.2388	0.0156	0.0832	-0.0610	0.0316	0.0194	0.0504	-0.0002	0.0832	-0.0554	-0.0494	-0.1046	0.0252	0.0252	-0.0294
76	7.1000	7.4509	0.2589	-0.3509	0.504	-0.697		*		0.009	-0.6945	0.2089	1.3756	-0.3569	0.0659	-0.1557	0.0487	0.0567	-0.0055	-0.0997	0.0423	0.0200	0.1036	-0.1429	-0.0933	0.1966	-0.0054	-0.0473
77	6.4000	6.3250	0.2330	0.0750	0.516	0.145				0.000	0.1444	0.1692	1.4129	0.0652	-0.0211	0.0165	0.0039	-0.0115	-0.0203	0.0079	-0.0102	-0.0152	-0.0004	0.0397	0.0089	-0.0028	-0.0005	0.0116
78	7.6000	7.4027	0.2302	0.1973	0.517	0.381				0.002	0.3794	0.1652	1.3779	0.1688	-0.0833	0.0676	0.0241	-0.0242	0.0353	0.0383	0.0171	-0.0513	0.0745	0.0740	-0.0894	-0.0447	0.0212	-0.0174
79	8.9000	9.0223	0.2079	-0.1223	0.527	-0.232				0.001	-0.2309	0.1347	1.3494	-0.0911	-0.0124	-0.0046	0.0292	0.0065	-0.0400	-0.0326	0.0111	-0.0214	0.0218	-0.0061	0.0364	0.0048	0.0125	-0.0029
80	5.7000	6.5579	0.2003	-0.8579	0.530	-1.619		***		0.027	-1.6352	0.1251	0.8727	-0.6184	-0.1163	0.1345	0.2854	0.1470	-0.1429	-0.0173	-0.0313	-0.3142	-0.0801	-0.1107	0.1910	0.1404	0.0273	0.0713
81	7.1000	7.6554	0.2449	-0.5554	0.511	-1.088		**		0.019	-1.0888	0.1869	1.1933	-0.5221	-0.0059	-0.2172	0.1276	-0.2847	0.1219	0.0235	-0.0125	-0.1145	0.1602	0.2186	-0.1519	0.1709	-0.0635	-0.0284
82	7.4000	7.1444	0.1548	0.2556	0.545	0.469				0.001	0.4671	0.0747	1.2															

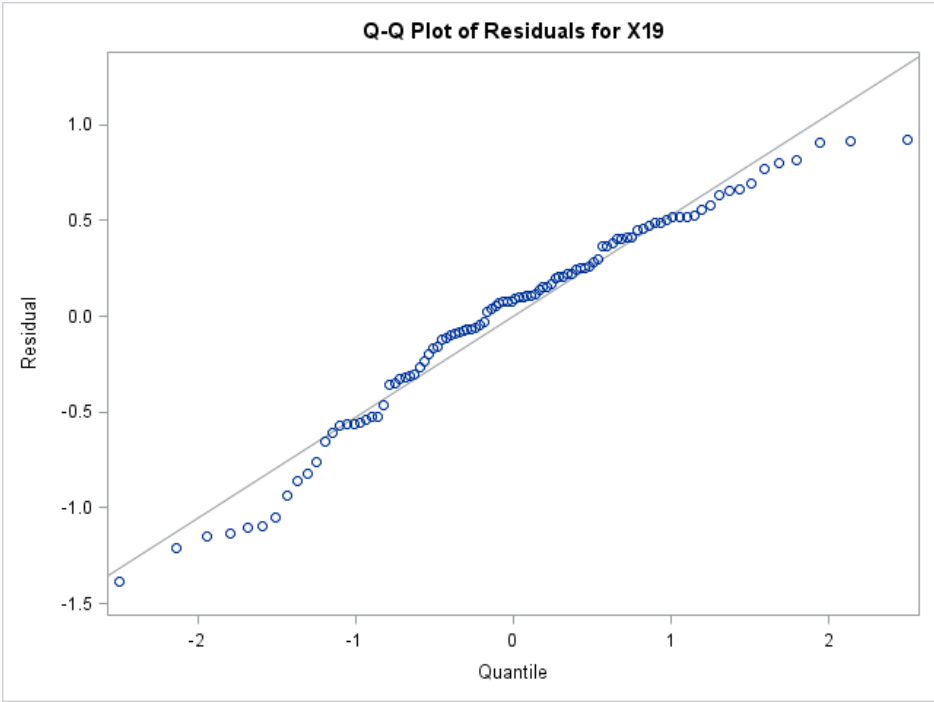
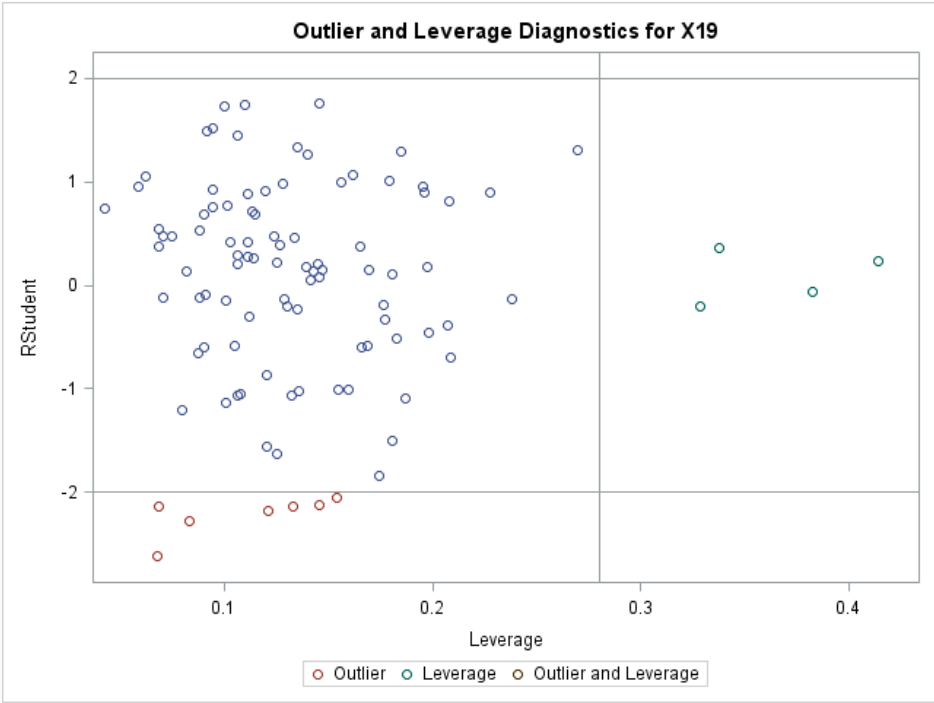
89	7.3000	7.0000	0.1479	0.3000	0.547	0.549			*		0.002	0.5466	0.0682	1.2036	0.1479	-0.0582	0.0601	0.0230	-0.0306	-0.0105	0.0310	-0.0016	-0.0554	0.0885	0.0545	-0.0501	0.0179	-0.0047	0.0046
90	8.2000	8.2951	0.2379	-0.0951	0.514	-0.185					0.001	-0.1840	0.1764	1.4223	-0.0852	0.0163	0.0240	-0.0102	-0.0103	0.0005	0.0060	-0.0145	-0.0252	0.0332	-0.0054	0.0049	-0.0031	-0.0189	0.0151
91	7.4000	7.2485	0.1887	0.1515	0.534	0.284					0.001	0.2823	0.1111	1.3078	0.0998	-0.0293	0.0148	-0.0141	-0.0072	-0.0408	0.0167	0.0061	0.0117	0.0343	0.0331	-0.0154	0.0391	-0.0033	-0.0028
92	4.8000	4.3920	0.2582	0.4080	0.504	0.809			*		0.012	0.8078	0.2079	1.3360	0.4138	0.0664	0.0654	0.1924	-0.0891	-0.0257	-0.1218	-0.1473	-0.1489	0.1331	0.0992	-0.0676	-0.1308	-0.1292	0.1519
93	7.6000	7.3904	0.2014	0.2096	0.529	0.396					0.002	0.3941	0.1265	1.3144	0.1500	-0.0168	-0.0110	0.0383	-0.0259	-0.0305	0.0239	-0.0062	-0.0385	0.0638	0.0142	0.0401	0.0151	-0.0378	0.0284
94	8.9000	9.0113	0.2042	-0.1113	0.528	-0.211					0.000	-0.2095	0.1299	1.3441	-0.0810	-0.0098	-0.0071	0.0207	0.0221	-0.0515	-0.0054	0.0136	-0.0223	0.0254	-0.0156	0.0061	0.0249	0.0128	-0.0048
95	7.7000	7.4967	0.1484	0.2033	0.547	0.372					0.001	0.3701	0.0687	1.2366	0.1005	-0.0122	0.0206	-0.0152	-0.0045	-0.0124	0.0240	0.0290	0.0259	0.0255	-0.0227	-0.0115	0.0032	0.0142	-0.0246
96	7.3000	7.2585	0.2163	0.0415	0.523	0.0793					0.000	0.0788	0.1459	1.3776	0.0326	0.0068	0.0013	0.0156	0.0043	-0.0009	-0.0153	-0.0079	-0.0019	0.0017	-0.0073	-0.0038	0.0124	-0.0094	0.0063
97	6.3000	6.3637	0.1505	-0.0637	0.546	-0.117					0.000	-0.1159	0.0706	1.2646	-0.0320	-0.0121	-0.0015	0.0025	0.0053	0.0016	-0.0001	0.0049	-0.0002	0.0089	0.0082	-0.0098	-0.0037	0.0017	-0.0028
98	5.4000	5.2988	0.3645	0.1012	0.433	0.234					0.003	0.2322	0.4141	1.9927	0.1952	-0.0745	0.0057	0.0185	-0.0195	-0.0346	-0.0037	0.1621	-0.0124	-0.0397	-0.0114	-0.0316	0.0126	0.1561	-0.1586
99	6.4000	7.7870	0.1477	-1.3870	0.547	-2.537		*****			0.034	-2.6222	0.0680	0.4254	-0.7085	-0.0581	-0.0420	-0.1444	-0.2216	0.0607	-0.0681	0.2251	-0.1547	-0.0967	0.2045	-0.1661	-0.0695	0.2433	-0.2162
100	6.4000	6.3217	0.2174	0.0783	0.523	0.150					0.000	0.1489	0.1473	1.3764	0.0619	0.0000	0.0132	-0.0145	-0.0073	0.0172	0.0367	-0.0159	-0.0116	0.0277	0.0110	0.0036	-0.0170	-0.0131	0.0113

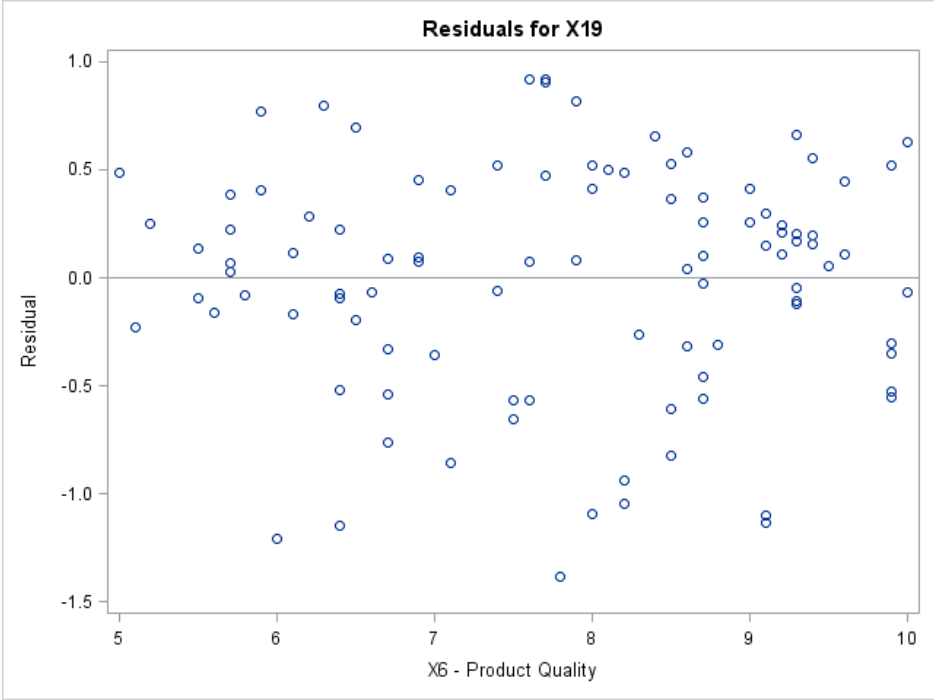
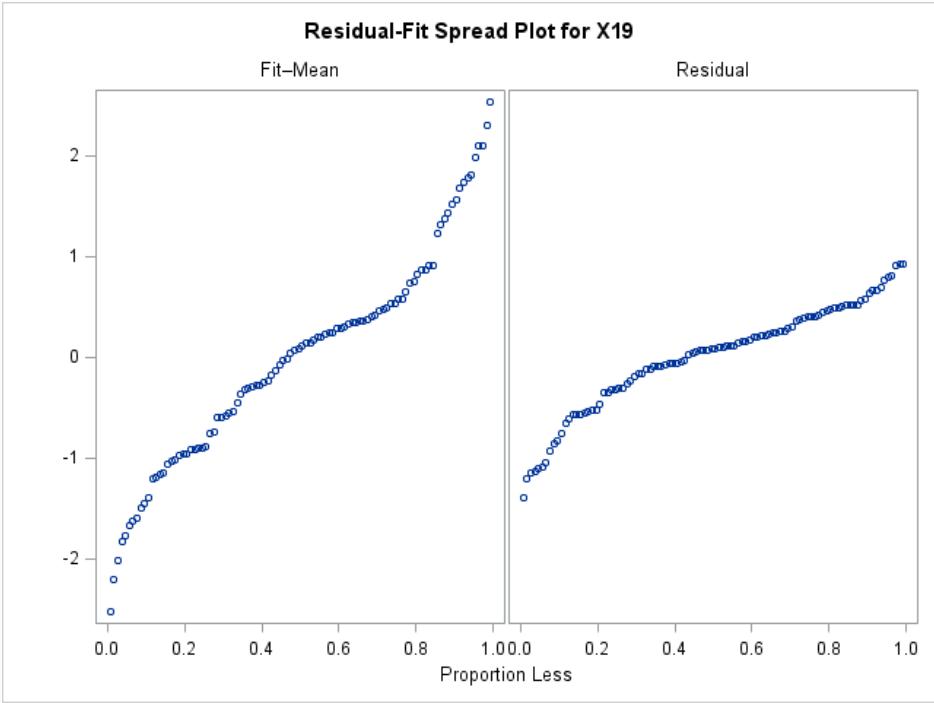
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Sum of Squared Residuals	27.58363
Predicted Residual SS (PRESS)	36.15753

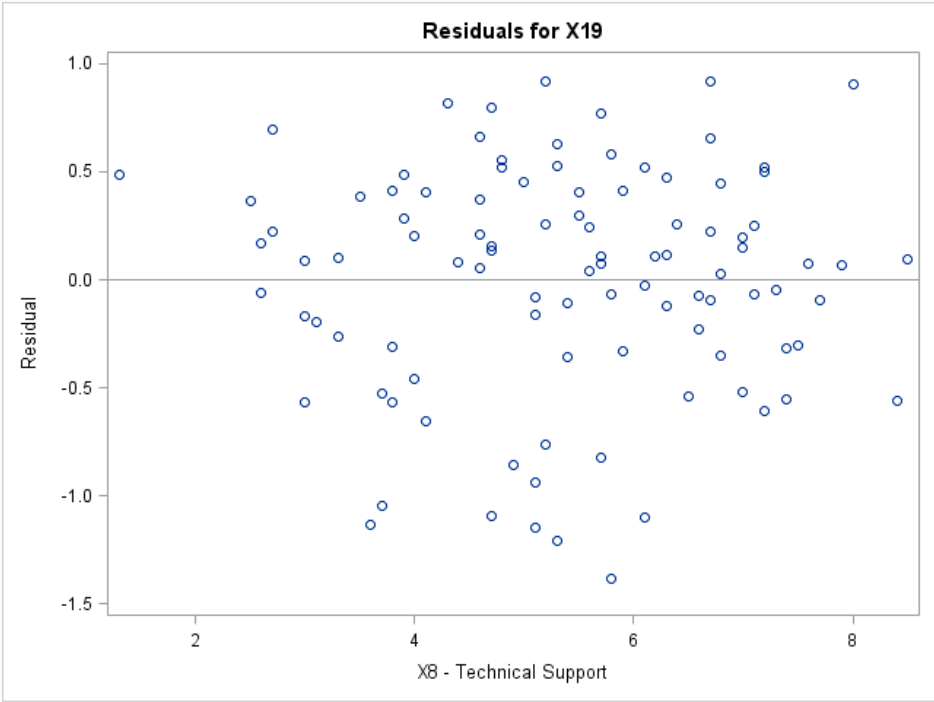
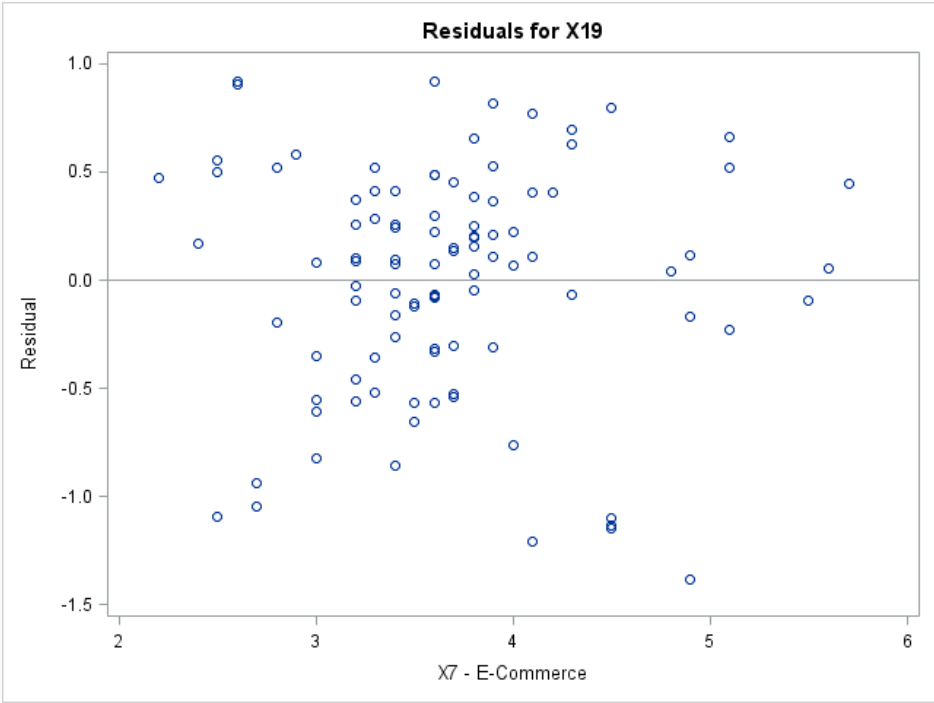


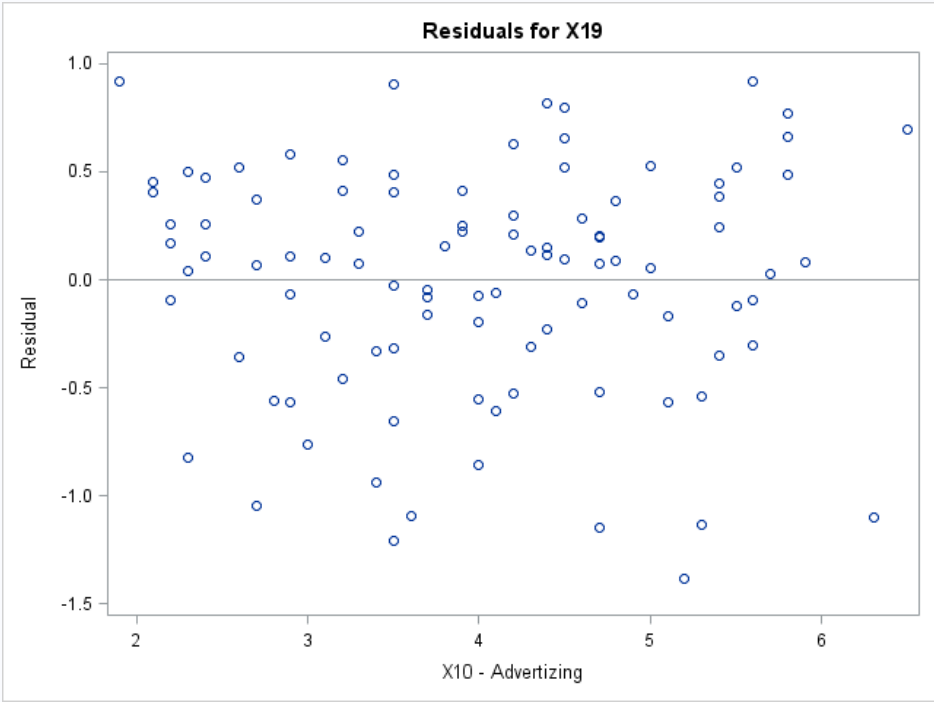
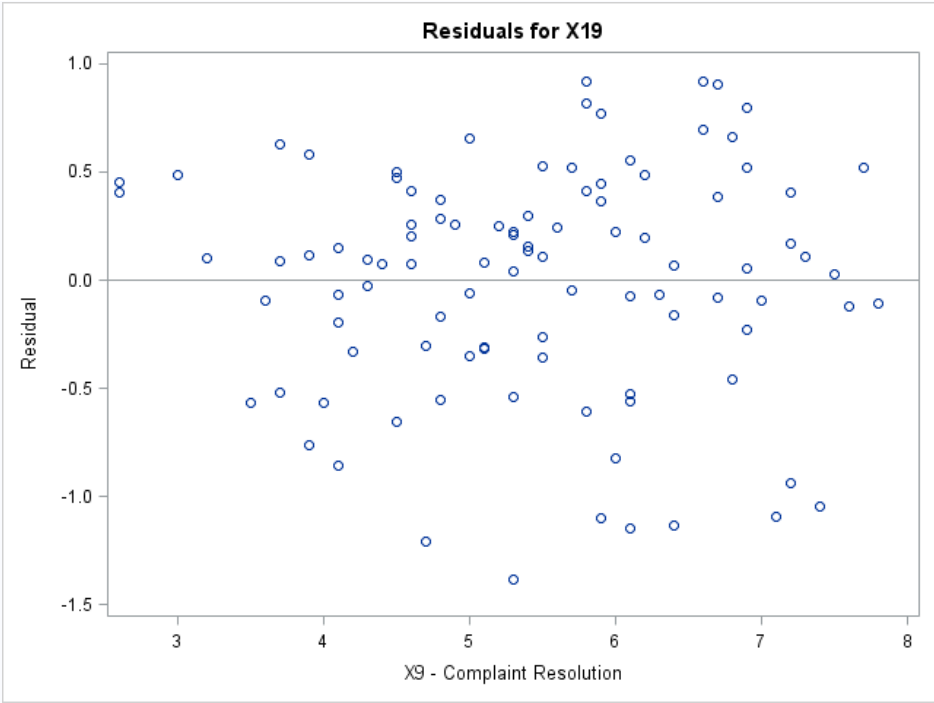


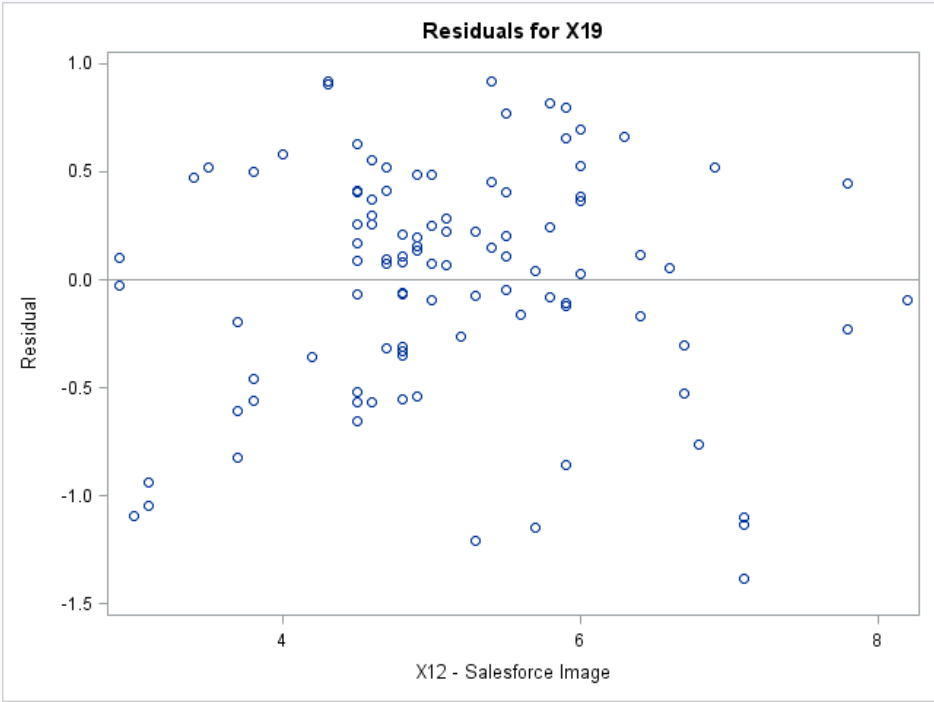
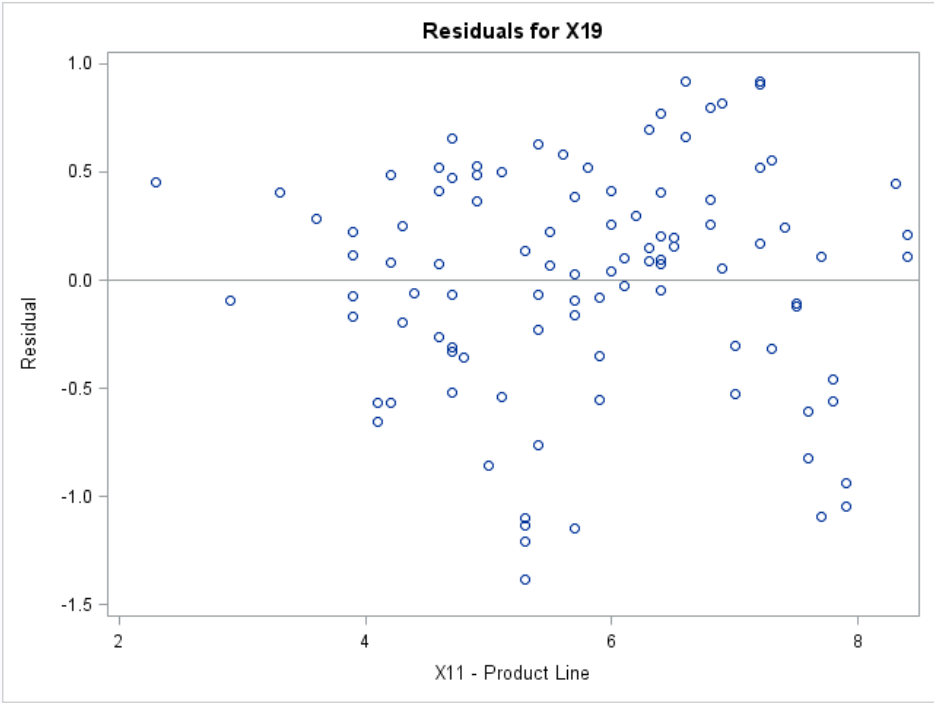


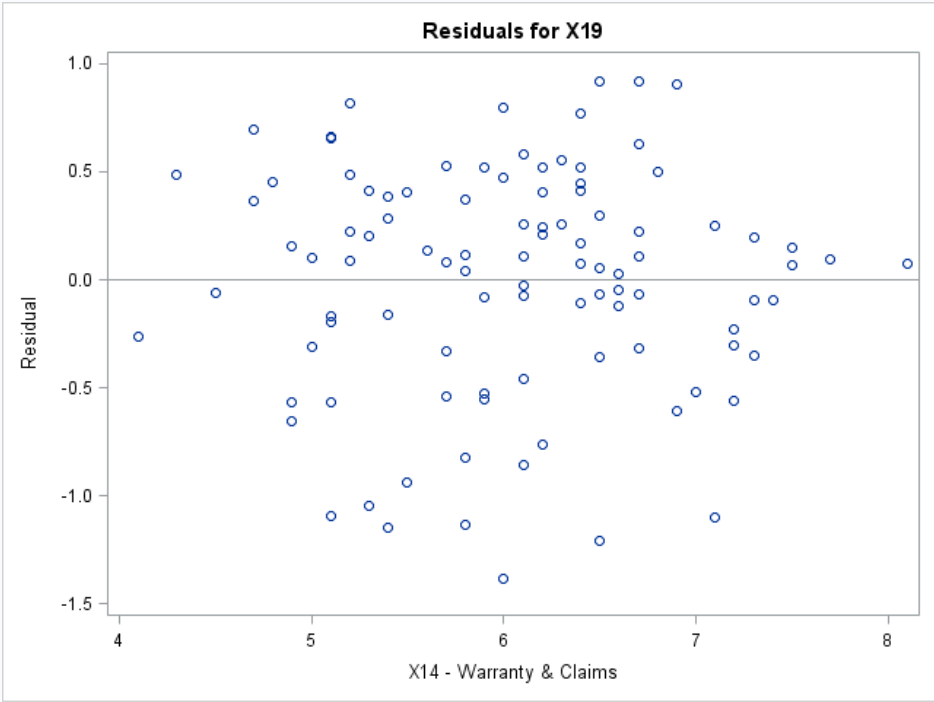
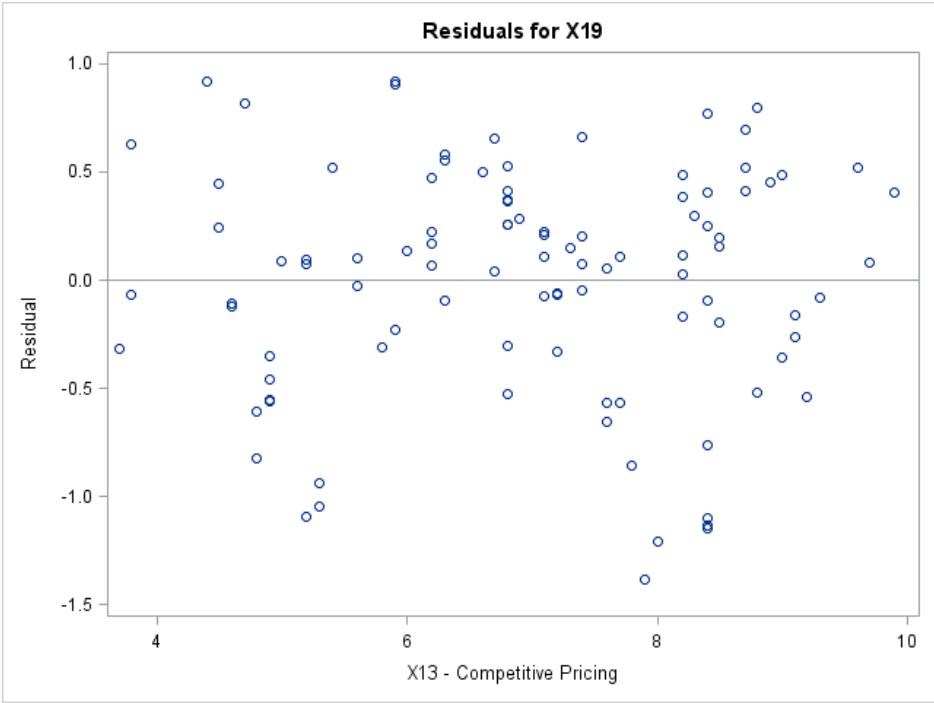


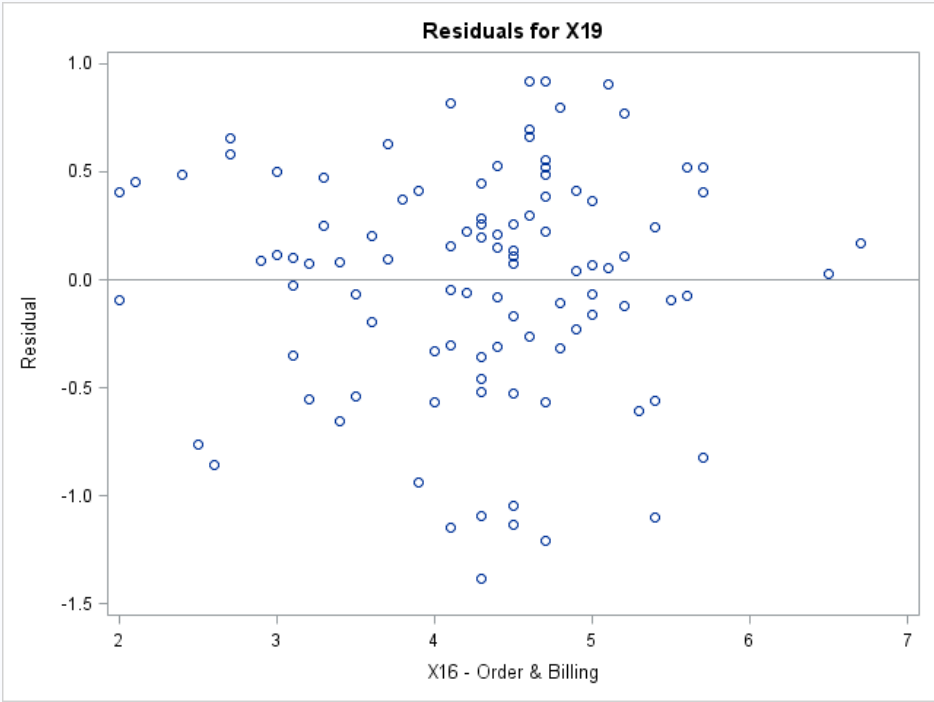
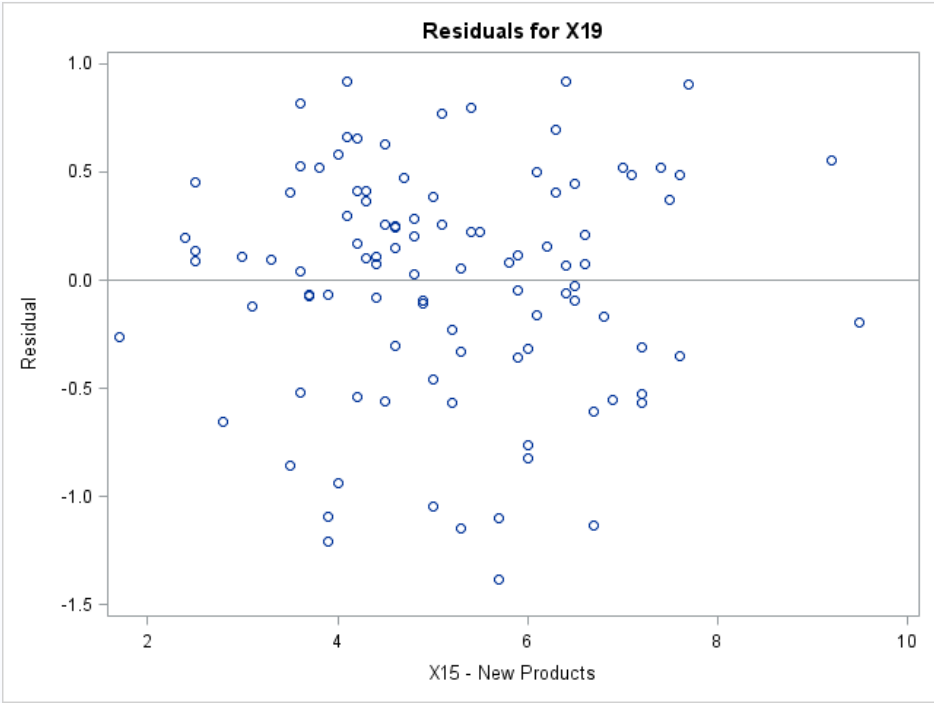


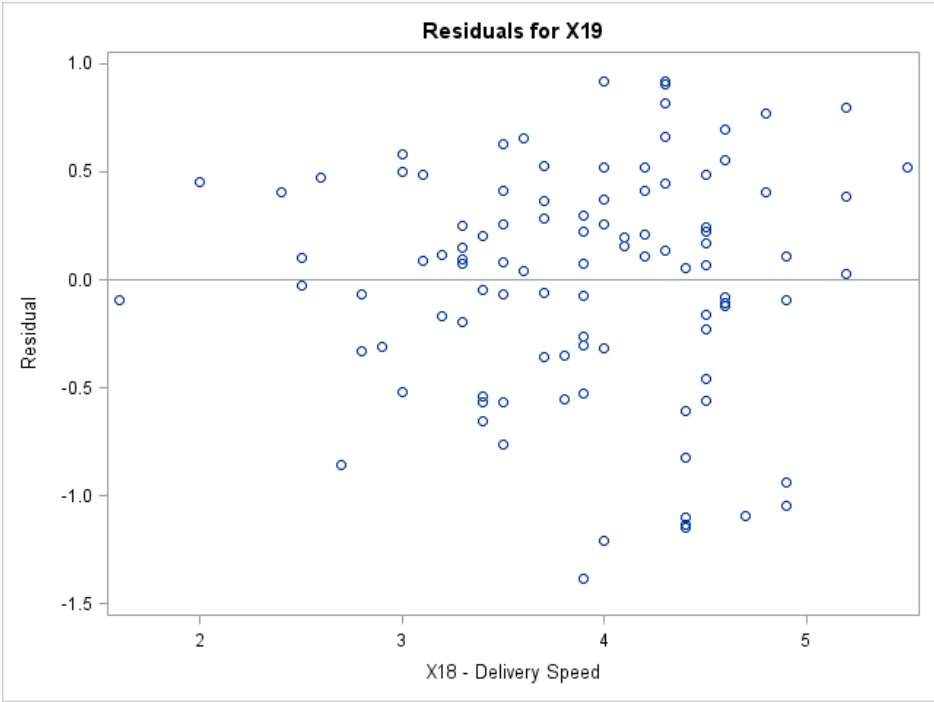
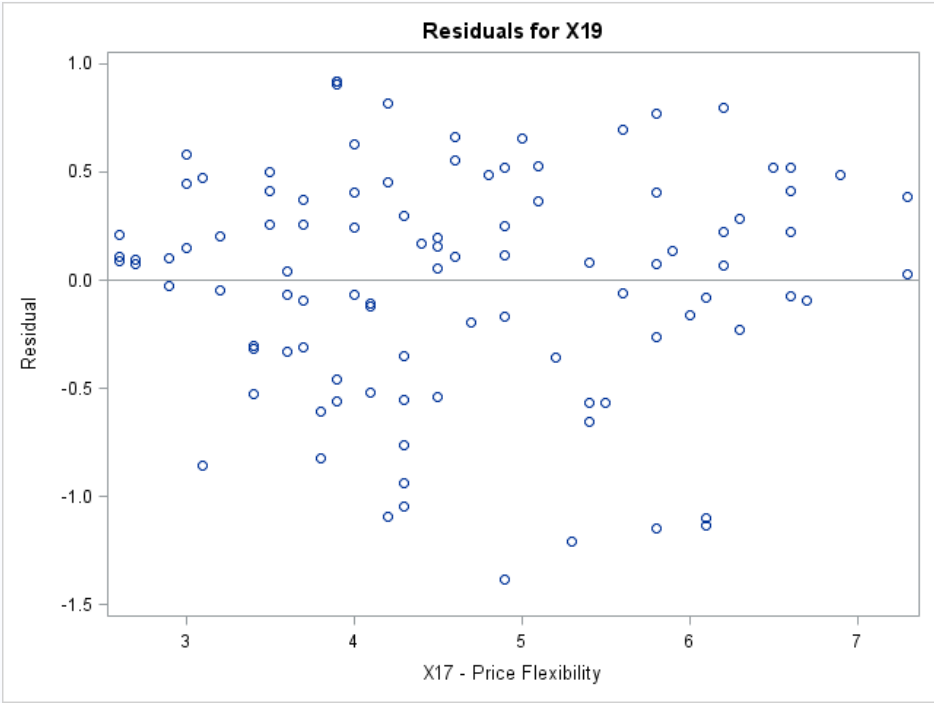




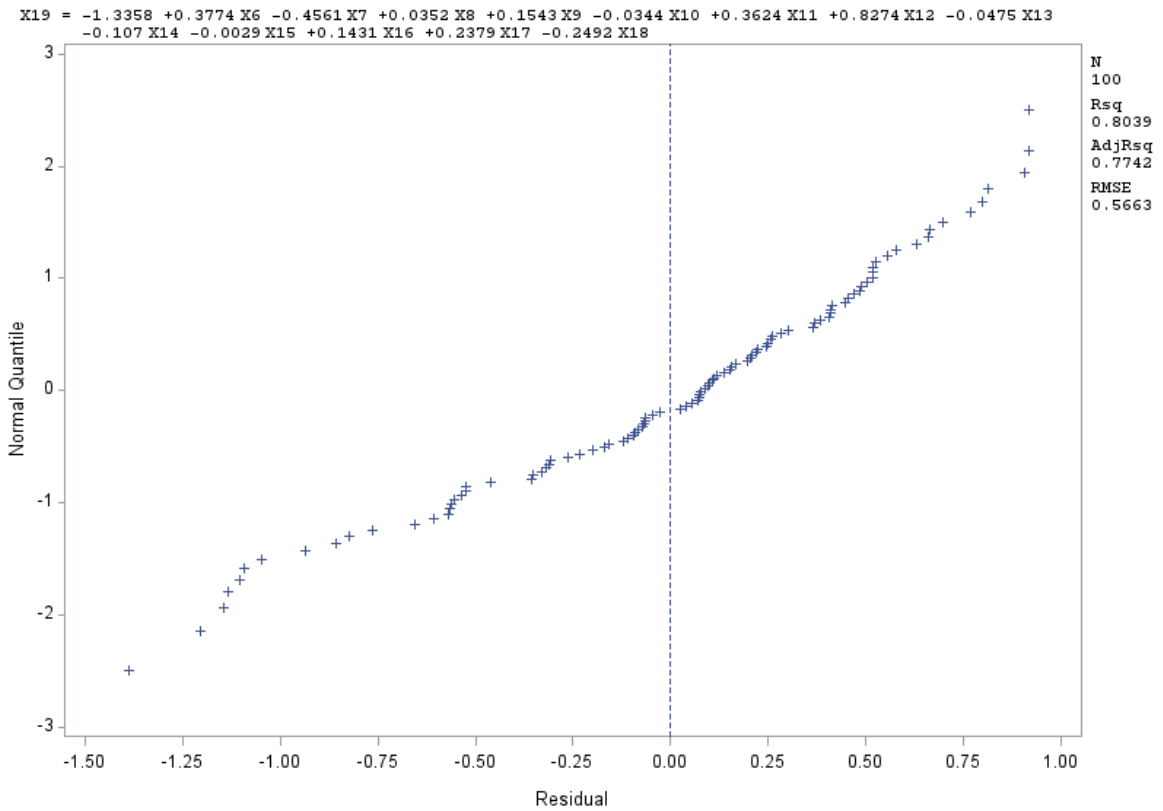




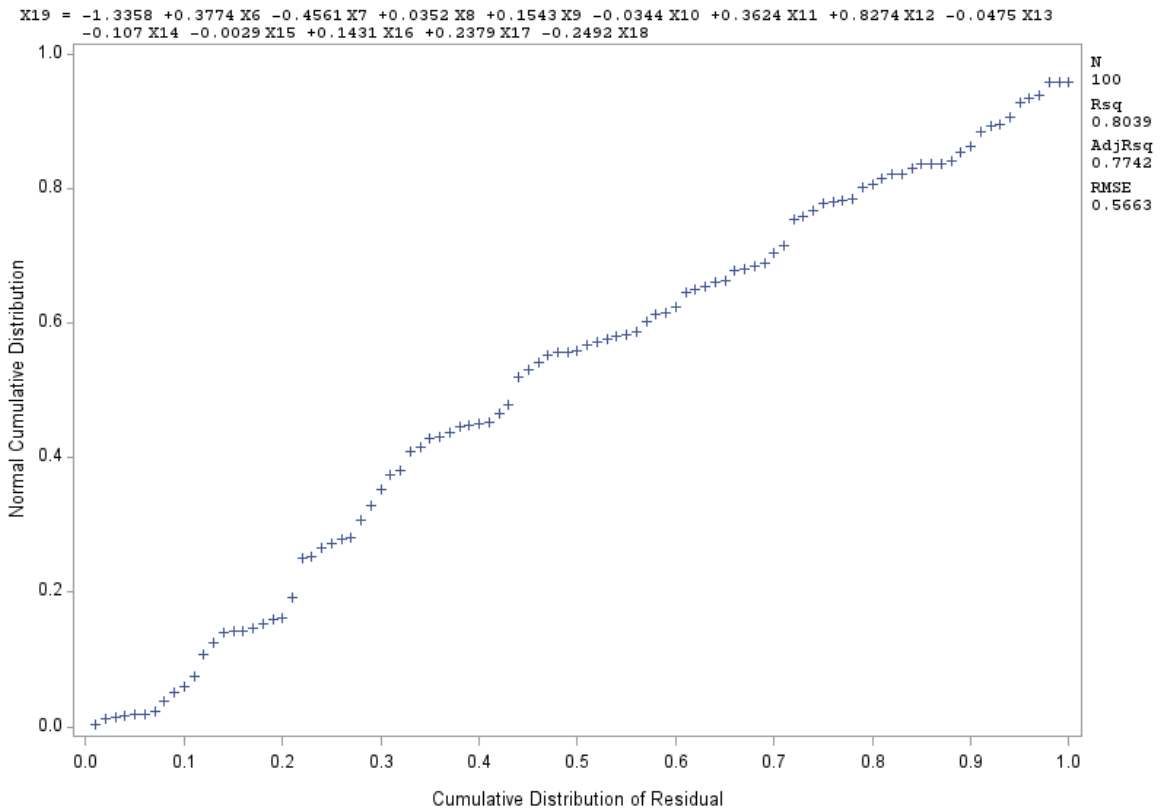




The REG Procedure



The REG Procedure



The SAS System

The REG Procedure

Number of Observations Read	100
Number of Observations Used	100

Descriptive Statistics						
Variable	Sum	Mean	Uncorrected SS	Variance	Standard Deviation	Label
Intercept	100.00000	1.00000	100.00000	0	0	Intercept
X3	51.00000	0.51000	51.00000	0.25242	0.50242	X3 - Firm Size
X6	781.00000	7.81000	6292.62000	1.94960	1.39628	X6 - Product Quality
X7	367.20000	3.67200	1396.94000	0.49072	0.70052	X7 - E-Commerce
X9	544.20000	5.44200	3106.10000	1.46024	1.20840	X9 - Complaint Resolution
X11	580.50000	5.80500	3541.07000	1.72997	1.31529	X11 - Product Line
X12	512.30000	5.12300	2738.35000	1.14987	1.07232	X12 - Salesforce Image
X19	691.80000	6.91800	4926.50000	1.42048	1.19184	X19 - Satisfaction

Correlation								
Variable	Label	X3	X6	X7	X9	X11	X12	X19
X3	X3 - Firm Size	1.0000	-0.1009	0.0611	0.0891	-0.1766	0.2892	0.2291
X6	X6 - Product Quality	-0.1009	1.0000	-0.1372	0.1064	0.4775	-0.1518	0.4863
X7	X7 - E-Commerce	0.0611	-0.1372	1.0000	0.1402	-0.0527	0.7915	0.2827
X9	X9 - Complaint Resolution	0.0891	0.1064	0.1402	1.0000	0.5614	0.2298	0.6033
X11	X11 - Product Line	-0.1766	0.4775	-0.0527	0.5614	1.0000	-0.0613	0.5505
X12	X12 - Salesforce Image	0.2892	-0.1518	0.7915	0.2298	-0.0613	1.0000	0.5002
X19	X19 - Satisfaction	0.2291	0.4863	0.2827	0.6033	0.5505	0.5002	1.0000

The SAS System

The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	6	112.66949	18.77825	62.46	<.0001
Error	93	27.95811	0.30062		
Corrected Total	99	140.62760			

Root MSE	0.54829	R-Square	0.8012
Dependent Mean	6.91800	Adj R-Sq	0.7884
Coeff Var	7.92560		

Parameter Estimates									
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t	Standardized Estimate	Tolerance	Variance Inflation
Intercept	Intercept	1	-1.25039	0.49192	-2.54	0.0127	0	.	0
X3	X3 - Firm Size	1	0.27091	0.12276	2.21	0.0298	0.11420	0.79824	1.25275
X6	X6 - Product Quality	1	0.36477	0.04628	7.88	<.0001	0.42734	0.72706	1.37540
X7	X7 - E-Commerce	1	-0.33322	0.13477	-2.47	0.0152	-0.19585	0.34071	2.93503
X9	X9 - Complaint Resolution	1	0.30007	0.06008	4.99	<.0001	0.30424	0.57607	1.73590
X11	X11 - Product Line	1	0.20318	0.06115	3.32	0.0013	0.22422	0.46943	2.13022
X12	X12 - Salesforce Image	1	0.70125	0.09341	7.51	<.0001	0.63092	0.30266	3.30406

The SAS System

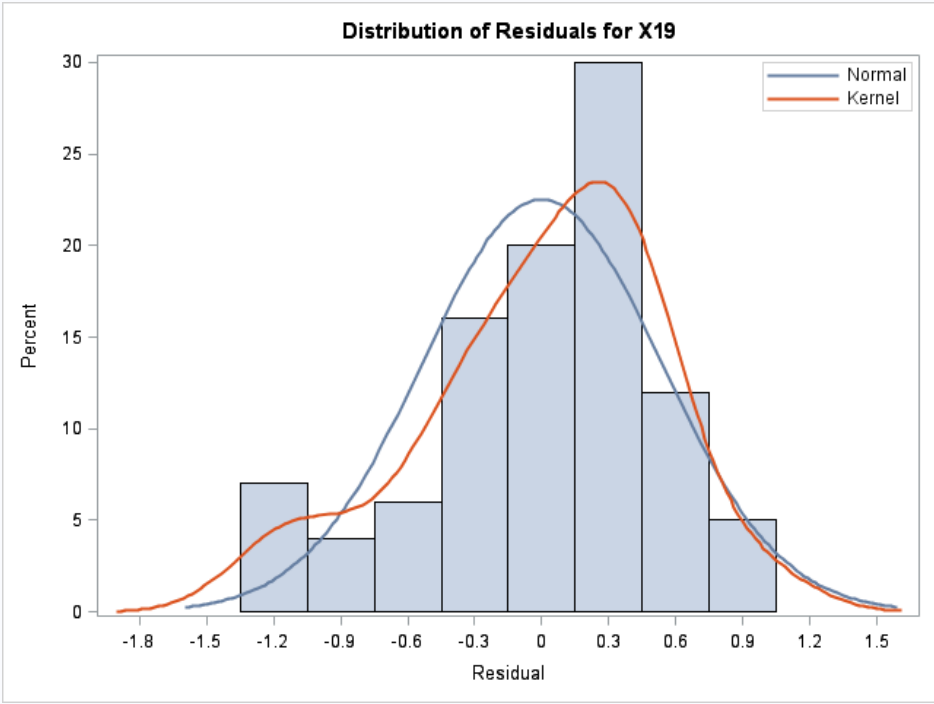
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

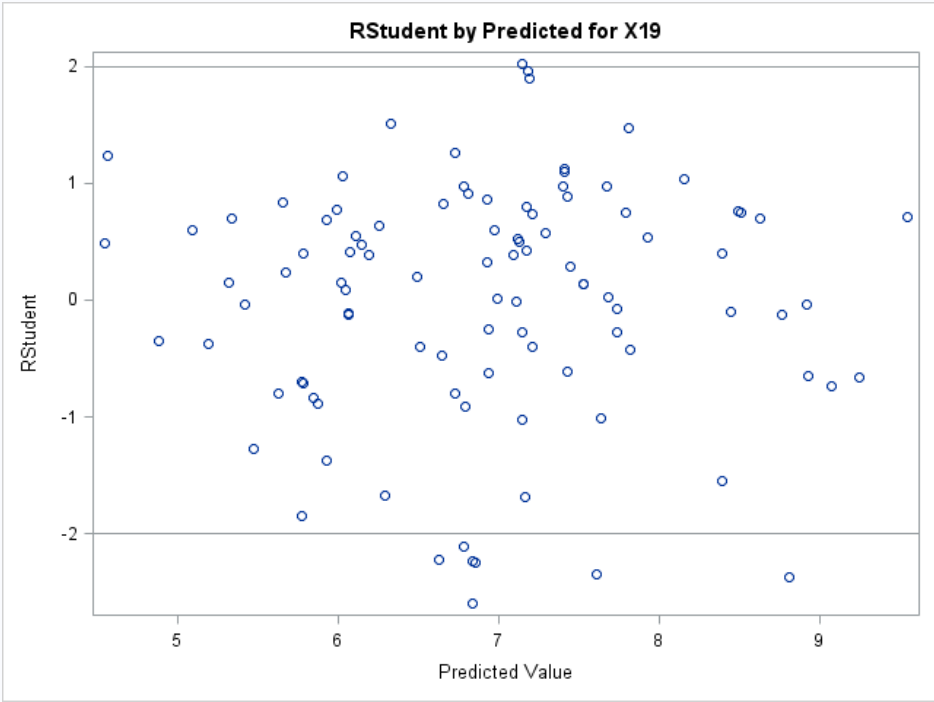
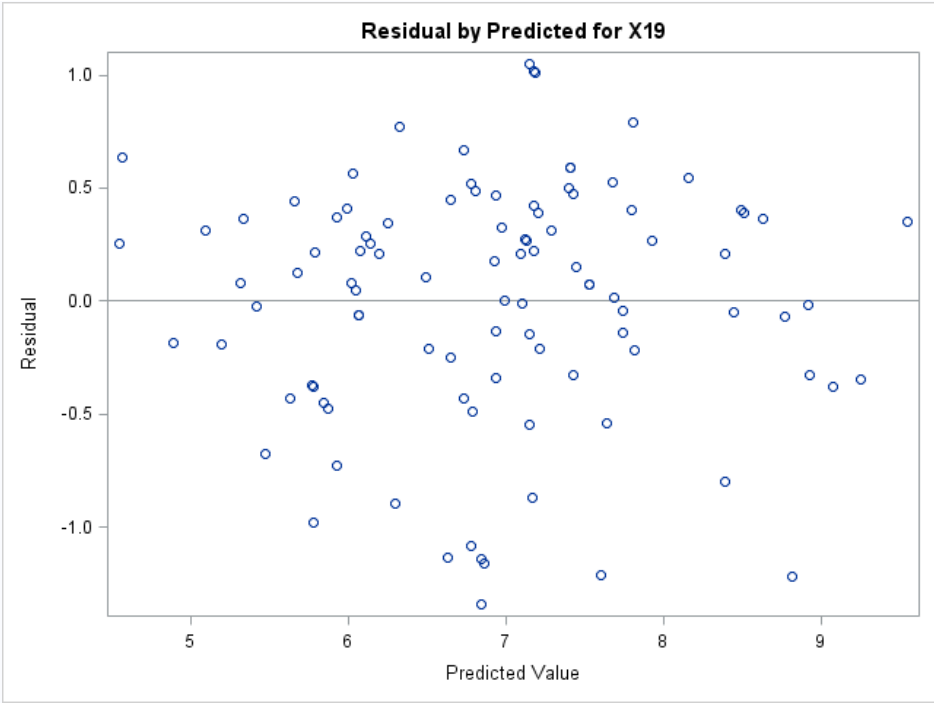
Output Statistics																					
Obs	Dependent Variable	Predicted Value	Std Error Mean Predict	Residual	Std Error Residual	Student Residual	-2-1 0 1 2			Cook's D	RStudent	Hat Diag H	Cov Ratio	DFFITS	DFBETAS						
															Intercept	X3	X6	X7	X9	X11	X12
1	8.2000	7.7950	0.1154	0.4050	0.536	0.756		*		0.004	0.7538	0.0443	1.0810	0.1624	-0.0499	0.0315	0.0910	-0.0224	0.0637	-0.0979	0.0394
2	5.7000	6.7805	0.1654	-1.0805	0.523	-2.067		****		0.061	-2.1048	0.0910	0.8537	-0.6660	-0.1058	0.0816	0.1194	-0.0339	-0.2769	-0.1163	0.2931
3	8.9000	8.4946	0.1450	0.4054	0.529	0.767		*		0.006	0.7649	0.0700	1.1094	0.2098	-0.0507	0.0636	0.0244	-0.0975	-0.0861	0.1116	0.1114
4	4.8000	5.4763	0.1330	-0.6763	0.532	-1.271		**		0.014	-1.2756	0.0588	1.0137	-0.3190	-0.1988	-0.1680	0.1405	-0.0154	0.1825	-0.0892	0.0627
5	7.1000	6.9255	0.1164	0.1745	0.536	0.326				0.001	0.3240	0.0450	1.1205	0.0704	-0.0031	0.0473	0.0207	0.0160	-0.0281	0.0153	-0.0235
6	4.7000	4.8862	0.1331	-0.1862	0.532	-0.350				0.001	-0.3484	0.0589	1.1356	-0.0872	-0.0745	0.0352	0.0238	0.0227	0.0051	0.0232	0.0058
7	5.7000	5.3388	0.1752	0.3612	0.520	0.695		*		0.008	0.6933	0.1021	1.1582	0.2338	0.0918	0.0430	0.0355	-0.0131	-0.0812	-0.0998	0.0246
8	6.3000	5.9306	0.1251	0.3694	0.534	0.692		*		0.004	0.6899	0.0520	1.0974	0.1616	0.0956	0.0343	-0.0269	-0.0466	0.0246	-0.0809	0.0171
9	7.0000	7.2131	0.1325	-0.2131	0.532	-0.400				0.001	-0.3987	0.0584	1.1318	-0.0993	-0.0270	-0.0218	0.0616	0.0321	-0.0248	-0.0160	-0.0251
10	5.5000	6.8412	0.1303	-1.3412	0.533	-2.518		*****		0.054	-2.5948	0.0565	0.6972	-0.6347	0.0463	-0.3314	0.2534	-0.4146	-0.0831	-0.0863	0.3233
11	7.4000	7.1754	0.1249	0.2246	0.534	0.421				0.001	0.4188	0.0519	1.1226	0.0980	0.0045	0.0600	-0.0013	-0.0060	-0.0550	0.0581	-0.0059
12	6.0000	6.0635	0.1574	-0.0635	0.525	-0.121				0.000	-0.1203	0.0824	1.1741	-0.0360	-0.0025	-0.0128	0.0080	-0.0183	0.0138	0.0001	0.0062
13	8.4000	8.4496	0.2065	-0.0496	0.508	-0.0976				0.000	-0.0971	0.1419	1.2560	-0.0395	0.0279	0.0077	-0.0148	-0.0265	-0.0109	0.0054	0.0110
14	7.6000	7.5290	0.1495	0.0710	0.528	0.135				0.000	0.1338	0.0743	1.1636	0.0379	-0.0105	-0.0031	-0.0023	0.0102	-0.0166	0.0280	-0.0054
15	8.0000	7.4086	0.1492	0.5914	0.528	1.121		**		0.014	1.1226	0.0741	1.0591	0.3176	-0.0461	0.1469	-0.1688	0.1541	0.0416	0.1254	-0.1117
16	6.6000	7.1469	0.1310	-0.5469	0.532	-1.027		**		0.009	-1.0274	0.0571	1.0561	-0.2527	0.0135	0.0454	0.0087	-0.0446	-0.0847	-0.0591	0.1094
17	6.4000	5.9902	0.1288	0.4098	0.533	0.769		*		0.005	0.7672	0.0552	1.0918	0.1854	0.0676	-0.0779	-0.1125	0.0383	0.0534	-0.0074	-0.0359
18	7.4000	7.1242	0.1478	0.2758	0.528	0.522		*		0.003	0.5203	0.0727	1.1395	0.1457	0.0057	0.0593	-0.0839	0.0478	0.0527	0.0294	-0.0513
19	6.8000	6.9359	0.1375	-0.1359	0.531	-0.256				0.001	-0.2547	0.0629	1.1454	-0.0660	-0.0266	-0.0137	0.0434	0.0269	-0.0110	-0.0112	-0.0186
20	7.6000	8.8166	0.1548	-1.2166	0.526	-2.313		****		0.066	-2.3697	0.0797	0.7741	-0.6973	0.4103	-0.0369	-0.4130	0.0674	-0.2270	0.3164	-0.2826
21	5.4000	5.3205	0.1401	0.0795	0.530	0.150				0.000	0.1492	0.0653	1.1521	0.0395	0.0234	-0.0186	-0.0215	0.0011	0.0084	-0.0109	-0.0025
22	9.9000	9.5495	0.2368	0.3505	0.494	0.709		*		0.016	0.7068	0.1866	1.2767	0.3386	-0.2326	0.1042	0.0382	0.1353	-0.1322	0.1790	0.0233
23	7.0000	6.9965	0.1094	0.003501	0.537	0.00652				0.000	0.006480	0.0398	1.1233	0.0013	-0.0000	-0.0004	-0.0001	0.0001	-0.0006	0.0008	0.0000
24	8.6000	8.3922	0.1686	0.2078	0.522	0.398				0.002	0.3965	0.0946	1.1771	0.1282	-0.0053	0.0250	0.0296	-0.0765	0.0467	-0.0034	0.0342
25	4.8000	5.7758	0.1188	-0.9758	0.535	-1.823		***		0.023	-1.8466	0.0470	0.8772	-0.4100	-0.1756	0.1692	0.2509	-0.0761	0.1162	-0.0862	0.0103
26	6.6000	6.4949	0.1378	0.1051	0.531	0.198				0.000	0.1970	0.0632	1.1479	0.0511	0.0138	0.0088	-0.0013	-0.0025	0.0319	-0.0353	-0.0050
27	6.3000	6.7297	0.1203	-0.4297	0.535	-0.803		*		0.005	-0.8017	0.0481	1.0792	-0.1802	-0.0313	0.0322	0.0310	-0.0009	0.0149	-0.0885	0.0514
28	5.4000	5.7743	0.1166	-0.3743	0.536	-0.699		*		0.003	-0.6967	0.0453	1.0889	-0.1517	-0.0739	0.0753	0.0106	0.0001	-0.0734	0.0837	0.0378
29	6.3000	6.7897	0.1199	-0.4897	0.535	-0.915		*		0.006	-0.9145	0.0478	1.0632	-0.2049	-0.0313	0.0396	0.0313	-0.0019	-0.0035	-0.0883	0.0625
30	5.4000	5.8726	0.1204	-0.4726	0.535	-0.883		*		0.006	-0.8824	0.0482	1.0683	-0.1986	-0.0588	-0.1100	-0.0278	-0.0689	0.0468	0.0504	0.0874
31	6.1000	6.0201	0.1316	0.0799	0.532	0.150				0.000	0.1493	0.0576	1.1426	0.0369	0.0176	-0.0111	-0.0204	-0.0075	-0.0237	0.0232	0.0073
32	6.4000	6.1934	0.1288	0.2066	0.533	0.388				0.001	0.3859	0.0552	1.1287	0.0932	0.0473	0.0421	0.0092	-0.0321	-0.0146	-0.0076	-0.0077
33	5.4000	6.2943	0.0987	-0.8943	0.539	-1.658		***		0.013	-1.6741	0.0324	0.9035	-0.3065	-0.1049	-0.1950	0.1088	-0.1094	-0.0101	0.0044	0.1485
34	7.3000	6.7800	0.1169	0.5200	0.536	0.971		*		0.006	0.9705	0.0455	1.0522	0.2118	0.0263	0.0758	0.0770	-0.0016	0.1067	-0.1400	-0.0511
35	6.3000	7.1675	0.1778	-0.8675	0.519	-1.673		***		0.047	-1.6892	0.1051	0.9733	-0.5791	-0.0872	-0.0864	0.1780	0.2281	0.4011	-0.2597	-0.3713
36	5.4000	5.4201	0.1576	-0.0201	0.525	-0.0384				0.000	-0.0382	0.0826	1.1756	-0.0115	-0.0026	-0.0004	-0.0010	-0.0060	0.0020	-0.0010	0.0087
37	7.1000	6.6546	0.0971	0.4454	0.540	0.825		*		0.003	0.8239	0.0314	1.0577	0.1482	0.0094	-0.0681	0.0601	-0.0125	-0.0443	-0.0015	0.0078
38	8.7000	8.7680	0.1428	-0.0680	0.529	-0.128				0.000	-0.1278	0.0678	1.1556	-0.0345	0.0233	-0.0167	-0.0118	-0.0132	-0.0107	-0.0055	0.0106
39	7.6000	7.1743	0.1209	0.4257	0.535	0.796		*		0.005	0.7944	0.0486	1.0807	0.1795	-0.0189	0.0631	0.0754	0.0279	0.1131	-0.1187	-0.0545
40	6.0000	6.0627	0.1564	-0.0627	0.526	-0.119				0.000	-0.1186	0.0814	1.1729	-0.0353	-0.0024	0.0169	0.0044	-0.0108	-0.0026	0.0135	-0.0016
41	7.0000	7.1467	0.1124	-0.1467	0.537	-0.273				0.000	-0.2720	0.0420	1.1196	-0.0570	-0.0010	-0.0152	-0.0282	0.0126	-0.0211	0.0373	-0.0052

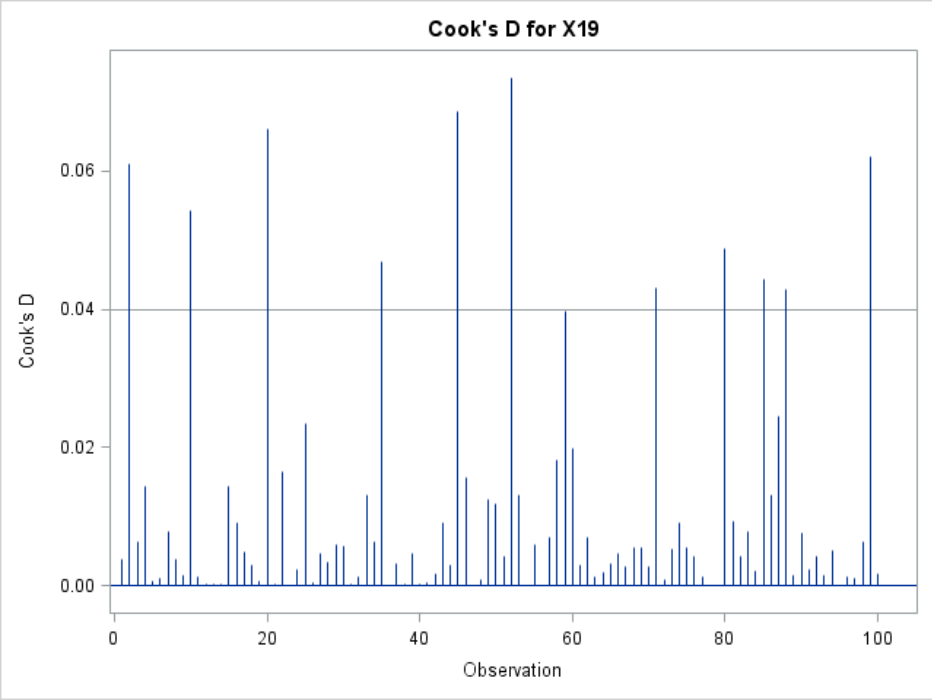
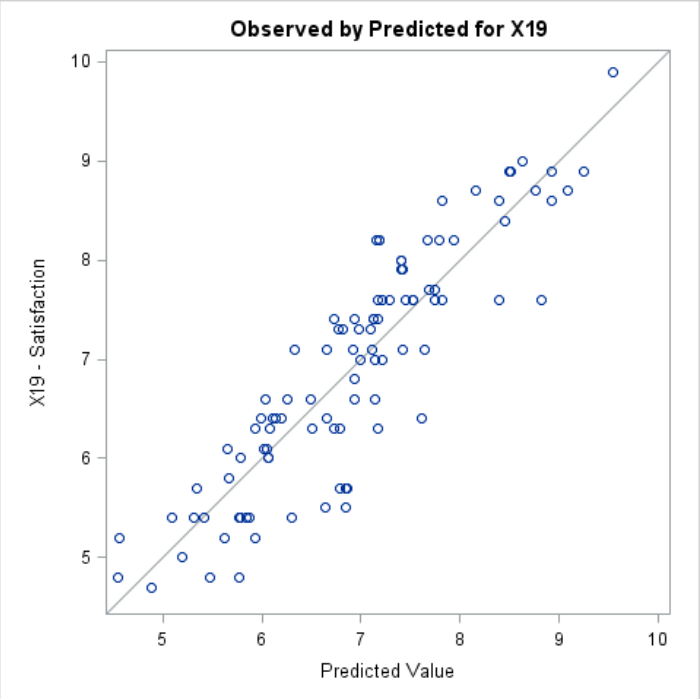
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43	8.9000	8.5128	0.1763	0.3872	0.519	0.746		*		0.009	0.7440	0.1034	1.1535	0.2527	-0.1813	0.1017	0.0971	0.1826	0.0644	-0.0204	-0.1089
44	7.6000	7.8188	0.1795	-0.2188	0.518	-0.422				0.003	-0.4205	0.1071	1.1919	-0.1457	0.0185	-0.0099	0.0701	-0.0074	-0.0258	-0.0095	-0.0434
45	5.5000	6.6335	0.1668	-1.1335	0.522	-2.170		****		0.069	-2.2152	0.0925	0.8261	-0.7073	-0.1807	0.1099	0.1494	0.0495	-0.2925	-0.1023	0.2564
46	7.4000	6.7341	0.1400	0.6659	0.530	1.256		**		0.016	1.2601	0.0652	1.0236	0.3328	0.0532	0.1695	-0.2387	0.1072	-0.0586	0.1847	-0.0893
47	7.1000	7.1077	0.2082	-0.007727	0.507	-0.0152				0.000	-0.0152	0.1442	1.2604	-0.0062	0.0023	0.0010	-0.0038	-0.0036	-0.0033	0.0036	0.0033
48	7.6000	7.4496	0.1516	0.1504	0.527	0.285				0.001	0.2840	0.0764	1.1607	0.0817	0.0104	0.0112	-0.0378	-0.0156	0.0460	-0.0091	0.0112
49	8.7000	9.0790	0.2020	-0.3790	0.510	-0.744		*		0.012	-0.7417	0.1357	1.1970	-0.2939	0.0953	0.1577	-0.1099	0.1843	0.0065	0.0032	-0.2422
50	8.6000	7.8122	0.1058	0.7878	0.538	1.464		**		0.012	1.4734	0.0372	0.9516	0.2897	-0.0643	0.1567	-0.0657	-0.0042	-0.1030	0.1881	0.0476
51	5.4000	5.8461	0.1107	-0.4461	0.537	-0.831		*		0.004	-0.8294	0.0408	1.0674	-0.1710	-0.0834	-0.1028	0.0569	-0.0405	0.0721	-0.0216	0.0551
52	5.7000	6.8406	0.1707	-1.1406	0.521	-2.189		****		0.074	-2.2356	0.0970	0.8248	-0.7326	-0.1018	0.0943	0.1171	-0.0384	-0.3466	-0.0923	0.3219
53	8.7000	8.1557	0.1541	0.5443	0.526	1.034		**		0.013	1.0348	0.0790	1.0800	0.3030	-0.0013	0.0864	0.0558	-0.1916	-0.0168	0.0798	0.1106
54	6.1000	6.0501	0.1278	0.0499	0.533	0.0936				0.000	0.0931	0.0543	1.1398	0.0223	0.0107	-0.0070	-0.0125	-0.0046	-0.0137	0.0138	0.0044
55	7.3000	6.8100	0.1200	0.4900	0.535	0.916		*		0.006	0.9151	0.0479	1.0633	0.2053	0.0226	0.0701	0.0747	-0.0011	0.1110	-0.1385	-0.0501
56	7.7000	7.7434	0.1092	-0.0434	0.537	-0.0807				0.000	-0.0803	0.0397	1.1226	-0.0163	0.0060	0.0101	-0.0087	0.0038	-0.0015	0.0026	-0.0067
57	9.0000	8.6325	0.1653	0.3675	0.523	0.703		*		0.007	0.7011	0.0909	1.1430	0.2217	-0.1256	0.0733	-0.0348	0.1105	0.0656	0.0475	-0.0401
58	8.2000	7.1904	0.1028	1.0096	0.539	1.875		***		0.018	1.9007	0.0351	0.8537	0.3627	0.0416	-0.2361	-0.0922	-0.1666	-0.0229	0.1000	0.1937
59	7.1000	6.3275	0.1827	0.7725	0.517	1.494		**		0.040	1.5043	0.1110	1.0235	0.5316	-0.1320	-0.0362	0.2811	0.3258	-0.1343	-0.0768	-0.2418
60	7.9000	7.4021	0.1960	0.4979	0.512	0.972		*		0.020	0.9722	0.1278	1.1513	0.3722	-0.0491	0.1230	0.1976	0.0526	0.2298	-0.1861	-0.1763
61	6.6000	6.9368	0.1234	-0.3368	0.534	-0.630		*		0.003	-0.6284	0.0507	1.1026	-0.1452	-0.0023	0.0206	0.0150	-0.0250	-0.0022	-0.0664	0.0575
62	8.0000	7.4110	0.1083	0.5890	0.537	1.096		**		0.007	1.0970	0.0390	1.0248	0.2210	-0.0323	0.0556	0.1118	-0.0500	-0.0021	-0.0961	0.0788
63	6.3000	6.5113	0.1322	-0.2113	0.532	-0.397				0.001	-0.3954	0.0582	1.1317	-0.0983	0.0106	0.0420	-0.0575	-0.0278	-0.0340	0.0686	0.0235
64	6.0000	5.7857	0.1494	0.2143	0.528	0.406				0.002	0.4044	0.0743	1.1508	0.1146	0.0708	0.0427	0.0029	-0.0426	-0.0029	-0.0219	-0.0135
65	5.4000	5.7796	0.1150	-0.3796	0.536	-0.708		*		0.003	-0.7063	0.0440	1.0864	-0.1516	-0.0763	-0.0891	0.0562	-0.0340	0.0707	-0.0262	0.0457
66	7.6000	7.2096	0.1307	0.3904	0.532	0.733		*		0.005	0.7314	0.0568	1.0981	0.1795	0.0405	0.0379	-0.1093	-0.0427	0.0513	0.0174	0.0408
67	6.4000	6.1102	0.1377	0.2898	0.531	0.546		*		0.003	0.5439	0.0630	1.1256	0.1411	0.0429	-0.0589	-0.0752	0.0284	0.0626	-0.0204	-0.0301
68	6.1000	5.6563	0.1265	0.4437	0.533	0.832		*		0.006	0.8303	0.0532	1.0813	0.1969	0.1161	-0.0870	-0.1405	-0.0013	0.0130	0.0122	-0.0087
69	5.2000	5.6289	0.1306	-0.4289	0.533	-0.806		*		0.006	-0.8040	0.0567	1.0888	-0.1972	-0.0753	-0.1048	-0.0130	-0.0518	0.0822	0.0252	0.0702
70	6.6000	6.2549	0.1141	0.3451	0.536	0.644		*		0.003	0.6415	0.0433	1.0928	0.1365	0.0566	0.0365	-0.0153	-0.0107	0.0454	-0.0787	-0.0055
71	7.6000	8.3957	0.1840	-0.7957	0.517	-1.540		***		0.043	-1.5521	0.1126	1.0143	-0.5528	0.2207	0.3315	-0.2730	0.1531	-0.1137	0.2345	-0.3375
72	5.8000	5.6732	0.1600	0.1268	0.524	0.242				0.001	0.2406	0.0851	1.1738	0.0734	0.0393	-0.0166	-0.0401	-0.0187	-0.0534	0.0468	0.0161
73	7.9000	7.4267	0.1174	0.4733	0.536	0.884		*		0.005	0.8827	0.0458	1.0656	0.1934	-0.0223	0.0886	-0.0979	0.0616	0.0315	0.0583	-0.0328
74	8.6000	8.9298	0.2001	-0.3298	0.510	-0.646		*		0.009	-0.6440	0.1331	1.2057	-0.2524	0.0742	-0.0333	-0.0680	0.1208	0.1338	-0.0953	-0.1741
75	8.2000	7.6750	0.1083	0.5250	0.537	0.977		*		0.006	0.9765	0.0390	1.0442	0.1967	-0.0552	0.0469	0.1090	-0.0308	0.0387	-0.0997	0.0590
76	7.1000	7.4263	0.1460	-0.3263	0.529	-0.617		*		0.004	-0.6153	0.0709	1.1280	-0.1700	0.0079	0.0889	-0.1021	0.0957	0.0007	0.0471	-0.0844
77	6.4000	6.1435	0.1038	0.2565	0.538	0.476				0.001	0.4745	0.0359	1.0998	0.0915	0.0314	-0.0611	0.0159	-0.0186	0.0029	-0.0459	0.0205
78	7.6000	7.5295	0.1108	0.0705	0.537	0.131				0.000	0.1307	0.0408	1.1231	0.0270	-0.0112	-0.0123	0.0157	0.0051	0.0116	-0.0087	-0.0039
79	8.9000	8.9175	0.1707	-0.0175	0.521	-0.0335				0.000	-0.0334	0.0969	1.1943	-0.0109	0.0037	0.0060	-0.0031	0.0058	-0.0047	0.0012	-0.0063
80	5.7000	6.8610	0.1413	-1.1610	0.530	-2.192		****		0.049	-2.2383	0.0664	0.7971	-0.5970	-0.1944	-0.1104	0.1124	0.3490	0.3403	-0.1408	-0.3861
81	7.1000	7.6372	0.1350	-0.5372	0.531	-1.011		**		0.009	-1.0110	0.0606	1.0627	-0.2568	0.0294	-0.0916	-0.1527	0.0915	0.0574	0.0131	-0.0584
82	7.4000	6.9345	0.1063	0.4655	0.538	0.865		*		0.004	0.8642	0.0376	1.0591	0.1708	0.0253	-0.0757	0.0075	-0.0676	-0.0749	0.0709	0.0568
83	6.6000	6.0334	0.1179	0.5666	0.535	1.058		**		0.008	1.0588	0.0462	1.0389	0.2331	0.1013	-0.0897	0.0418	-0.0806	-0.1069	0.0121	0.0358
84	5.0000	5.1936	0.1746	-0.1936	0.520	-0.372				0.002	-0.3707	0.1014	1.1878	-0.1245	-0.0730	0.0684	0.0004	0.0569	0.0046	0.0660	-0.0496
85	8.2000	7.1507	0.1480	1.0493	0.528	1.987		***		0.044	2.0201	0.0728	0.8585	0.5662	0.1779	-0.2575	-0.1403	-0.3723	0.1265	0.1007	0.2047
86	5.2000	5.9290	0.1189	-0.7290	0.535	-1.362		**		0.013	-1.3684	0.0470	0.9829	-0.3039	-0.0948	-0.1556	-0.0522	-0.0945	-0.0144	0.1368	0.1472
87	5.2000	4.5636	0.1757	0.6364	0.519	1.225		**		0.025	1.2288	0.1027	1.0726	0.4158	0.2983	-0.1243	-0.2591	-0.0513	-0.2360	0.0949	0.0641
88	8.2000	7.1807	0.1494	1.0193	0.528	1.932		***		0.043	1.9615	0.0743	0.8746	0.5556	0.1681	-0.2534	-0.1320	-0.3608	0.1453	0.0842	0.1948

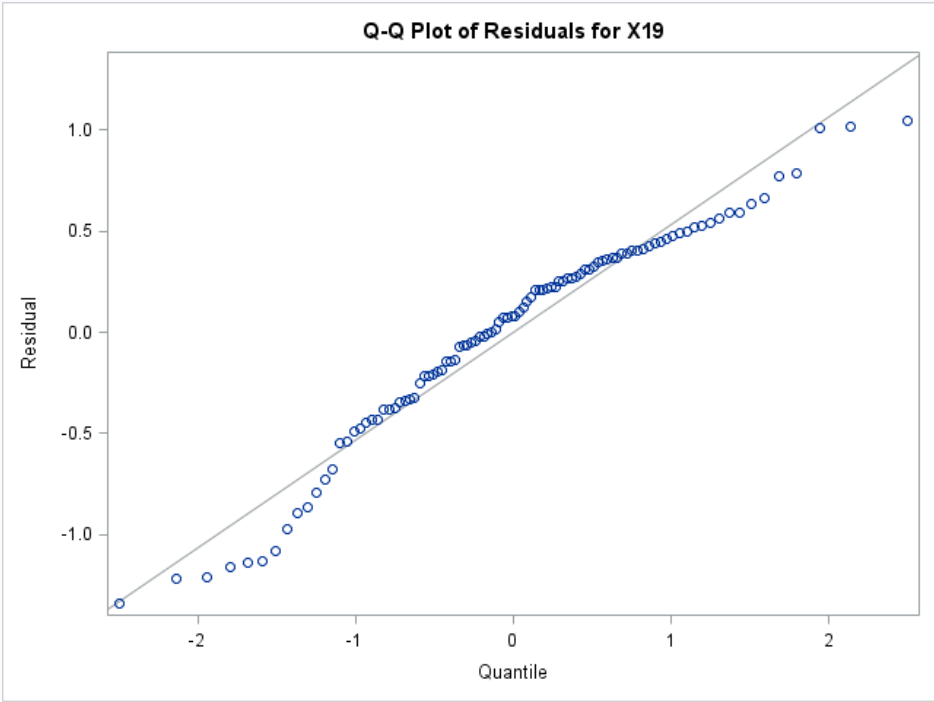
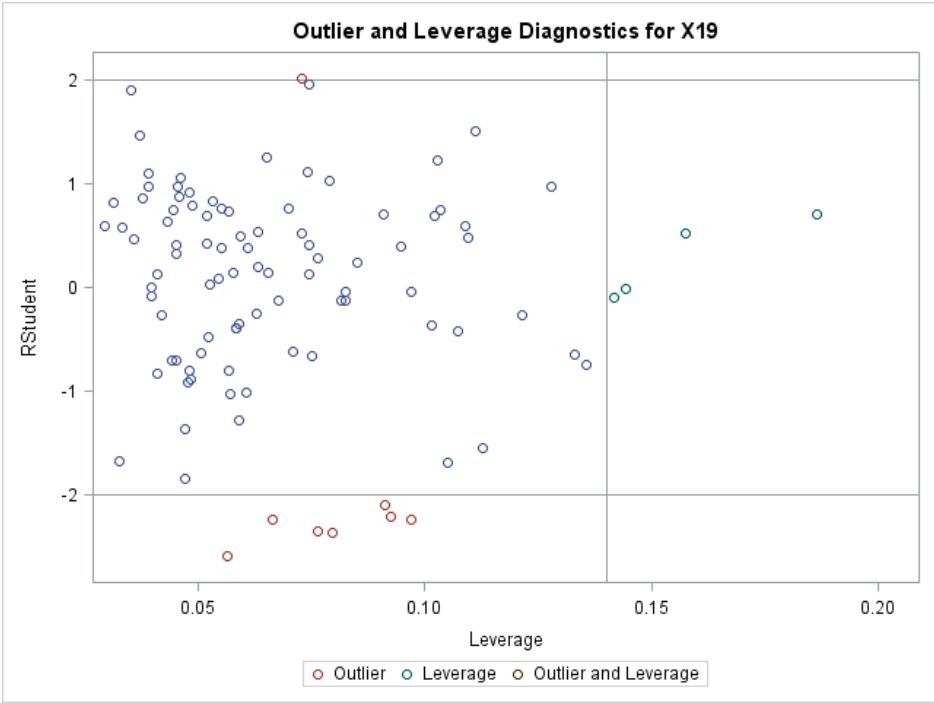
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91	7.4000	7.1332	0.1335	0.2668	0.532	0.502		*		0.002	0.4997	0.0592	1.1250	0.1254	-0.0086	-0.0520	0.0306	-0.0340	-0.0781	0.0366	0.0598
92	4.8000	4.5463	0.1815	0.2537	0.517	0.490				0.004	0.4884	0.1096	1.1896	0.1713	0.0524	-0.0271	0.0106	0.0857	-0.0571	-0.0465	-0.0675
93	7.6000	7.7399	0.1910	-0.1399	0.514	-0.272				0.001	-0.2709	0.1214	1.2208	-0.1007	0.0263	-0.0591	0.0087	-0.0391	0.0500	-0.0758	0.0333
94	8.9000	9.2484	0.1502	-0.3484	0.527	-0.661		*		0.005	-0.6587	0.0750	1.1283	-0.1876	0.0887	-0.0333	-0.0564	0.0692	-0.0858	-0.0008	-0.0644
95	7.7000	7.6842	0.1255	0.0158	0.534	0.0296				0.000	0.0294	0.0524	1.1382	0.0069	-0.0021	0.0036	0.0022	0.0003	-0.0041	0.0027	0.0007
96	7.3000	7.0938	0.1354	0.2062	0.531	0.388				0.001	0.3864	0.0609	1.1357	0.0984	-0.0433	-0.0267	0.0275	0.0669	-0.0022	-0.0072	-0.0306
97	6.3000	6.0763	0.1164	0.2237	0.536	0.417				0.001	0.4156	0.0451	1.1148	0.0903	0.0358	-0.0589	0.0141	-0.0251	0.0273	-0.0588	0.0160
98	5.4000	5.0901	0.1810	0.3099	0.518	0.599		*		0.006	0.5968	0.1090	1.1783	0.2088	0.0572	0.0175	0.0015	0.0926	-0.1074	0.0623	-0.1236
99	6.4000	7.6081	0.1516	-1.2081	0.527	-2.293		****		0.062	-2.3479	0.0765	0.7772	-0.6756	0.2178	0.3897	-0.1127	0.0023	0.0340	0.1182	-0.3311
100	6.4000	6.6523	0.1254	-0.2523	0.534	-0.473				0.002	-0.4706	0.0523	1.1191	-0.1105	-0.0338	-0.0240	-0.0367	0.0447	-0.0295	0.0679	-0.0163

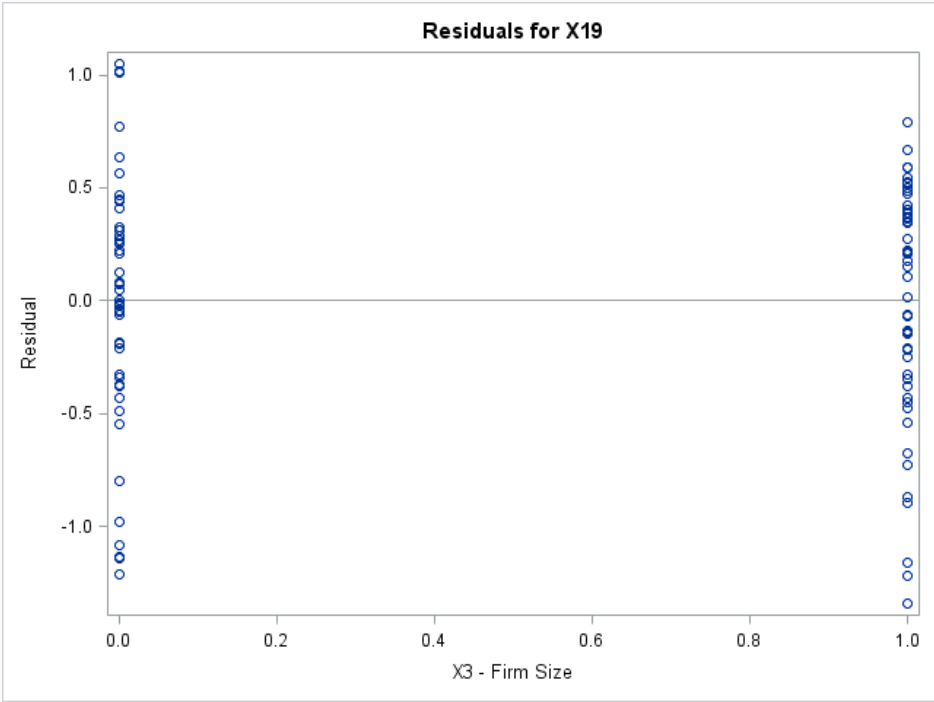
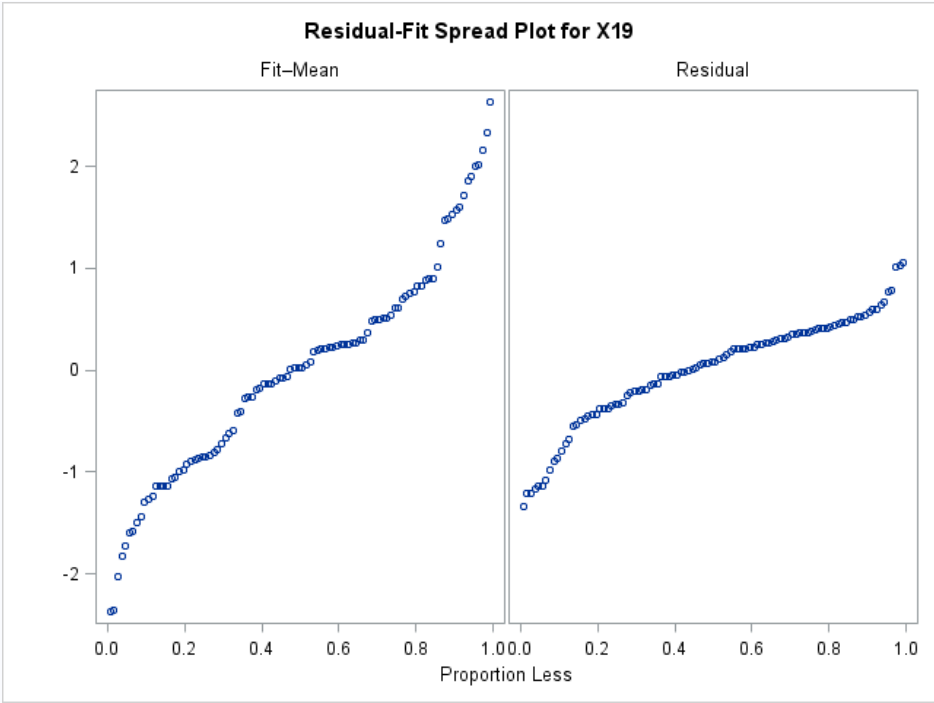
Sum of Residuals	0
Sum of Squared Residuals	27.95811
Predicted Residual SS (PRESS)	32.39448

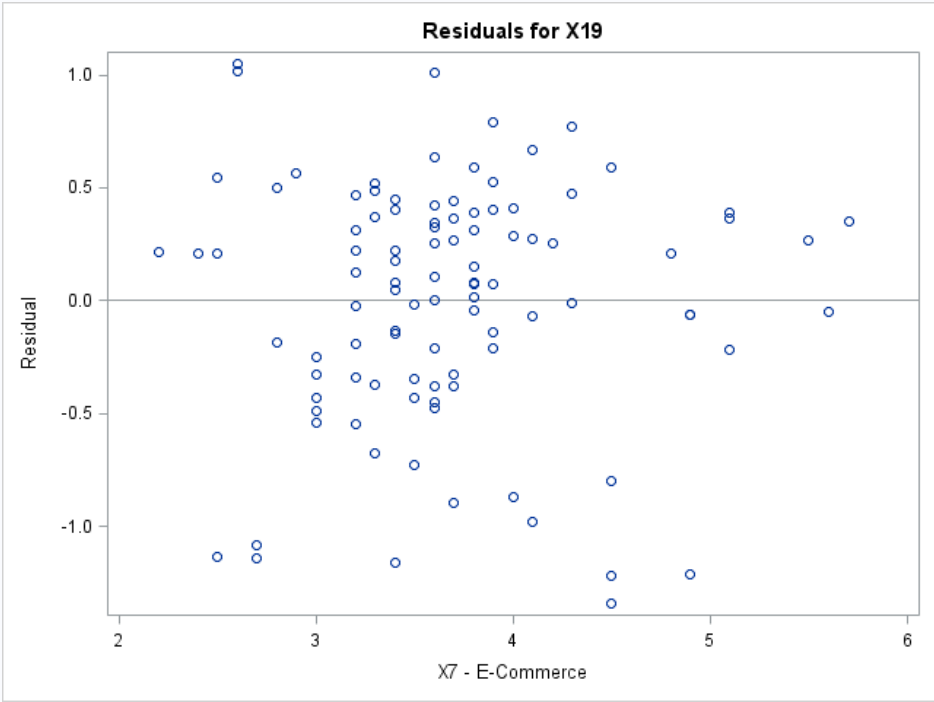
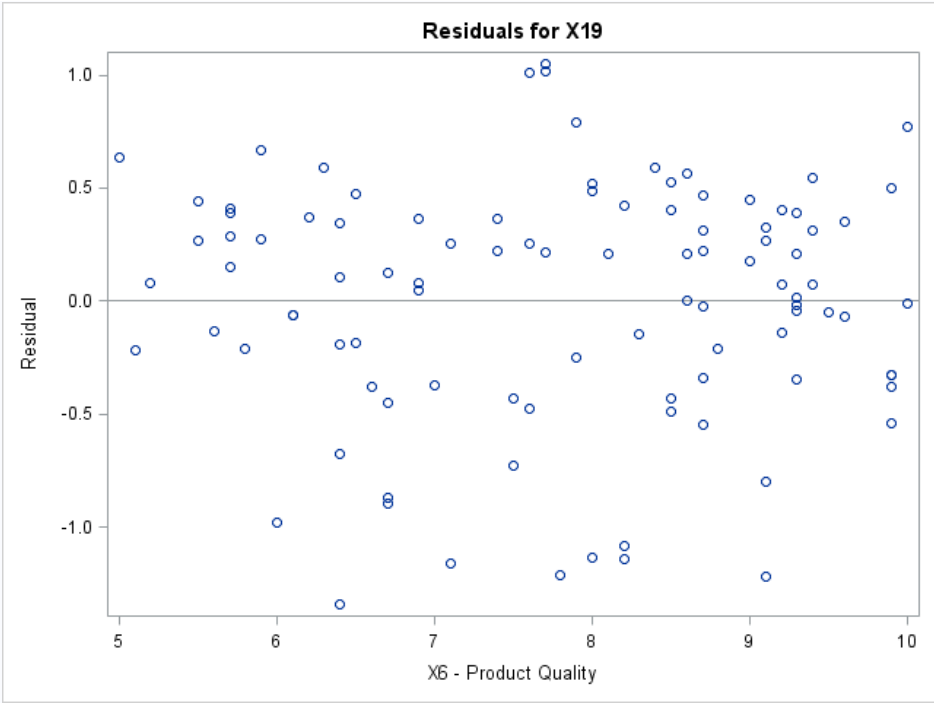


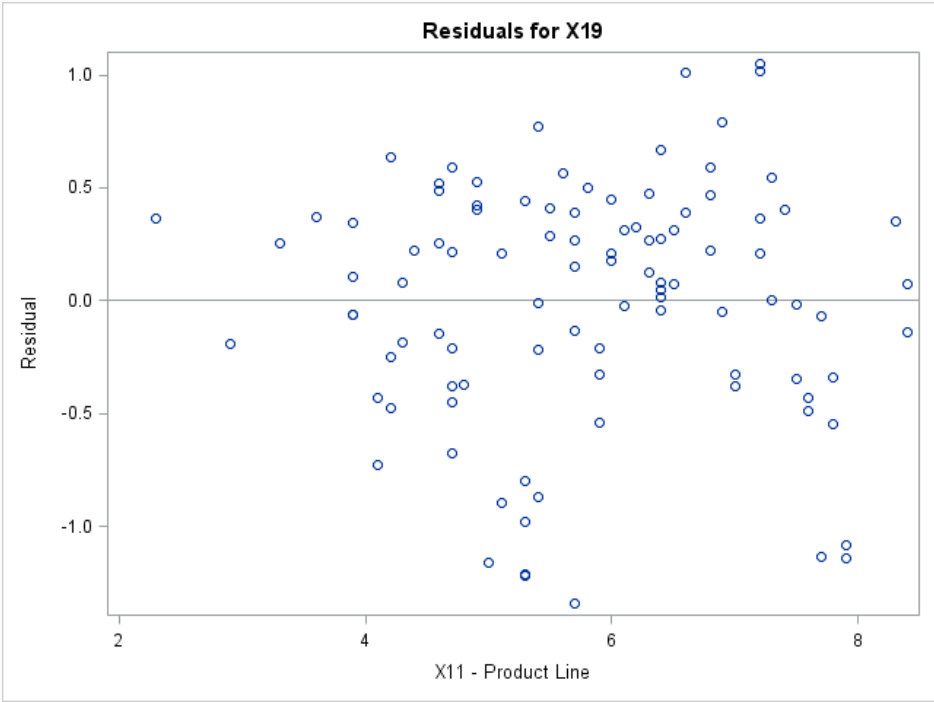
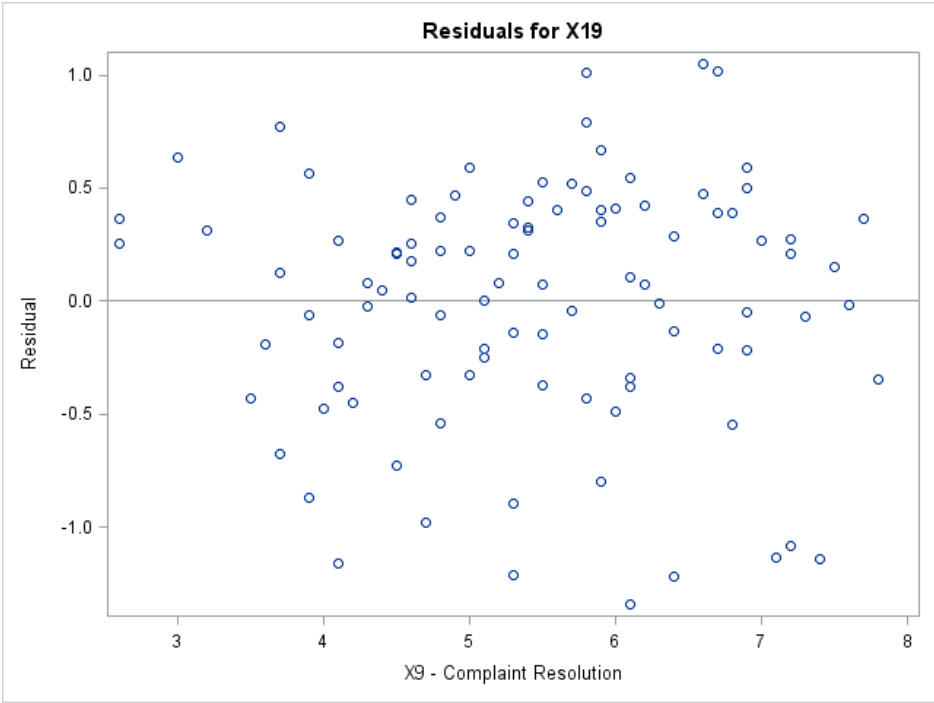


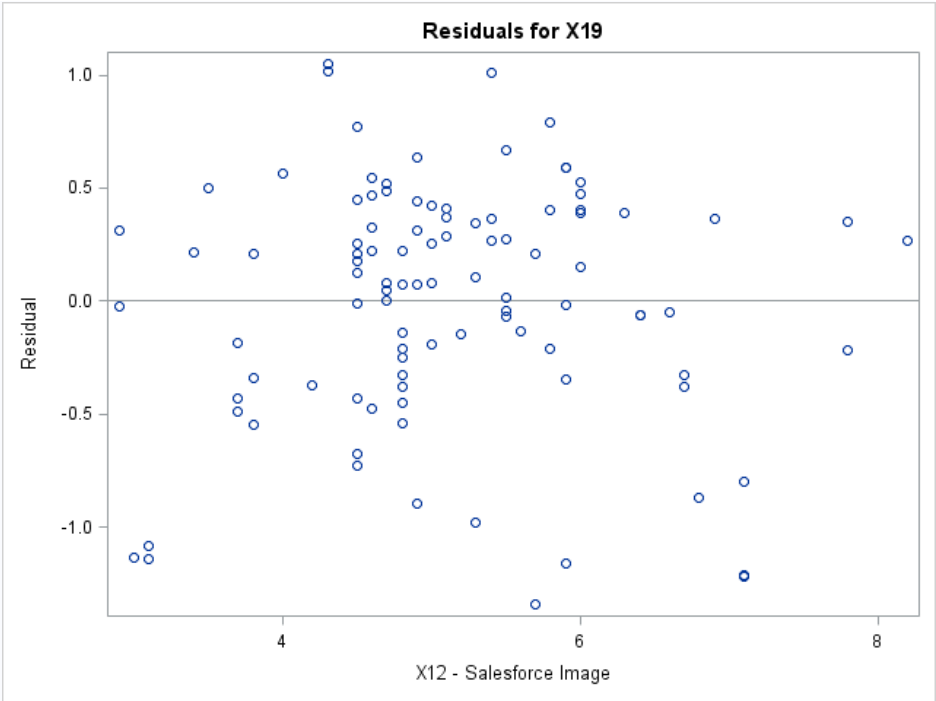




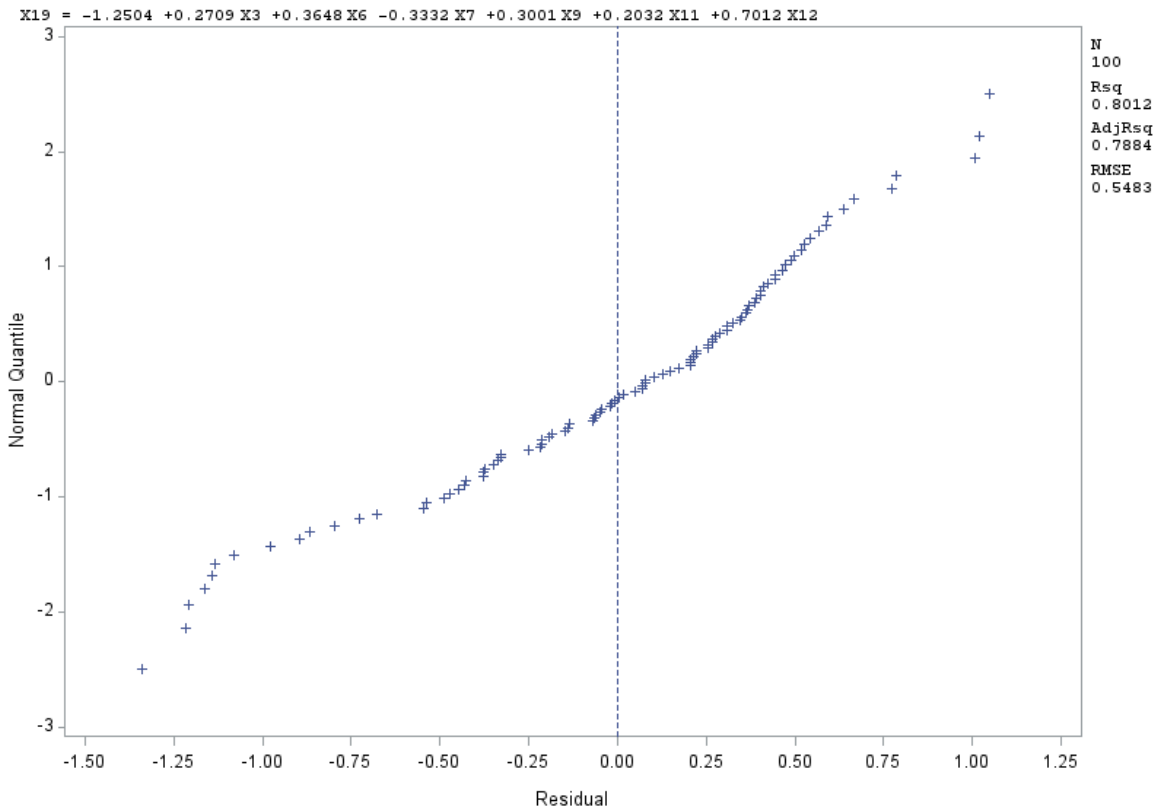








The REG Procedure



The REG Procedure

