The SAS System

Obs	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22
1	2	0	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	8.0	8.4	65.1
2	3	1	0	0	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	6.5	7.5	67.1
3	3	0	1	1	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	8.4	9.0	72.1
4	1	1	1	1	0	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	6.0	7.2	40.1
5	2	0	1	0	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	9.0	57.1
6	1	1	0	1	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	6.3	6.1	50.1
7	1	1	1	1	0	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	7.8	7.2	41.1
8	2	0	1	1	0	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	5.8	7.7	56.1
9	2	1	1	1	0	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	7.5	8.2	56.1
10	1	0	1	1	0	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	5.9	6.7	59.1
11	3	0	1	0	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	7.0	8.4	68.1
12	1	0	1	1	0	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	6.3	6.6	53.1
13	1	1	0	0	1	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	8.4	7.9	58.1
14	3	1	0	0	1	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	6.9	8.2	72.1
15	2	0	1	1	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	7.0	7.6	62.1
16	3	0	0	0	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	6.4	7.1	71.1
17	2	1	0	1	1	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	7.5	7.2	50.1
18	2	0	1	1	0	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	6.9	8.2	58.1
19	2	1	1	1	0	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	7.5	7.9	55.1
20	3	0	1	1	0	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	8.5	8.8	67.1
21	1	0	0	1	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	5.5	7.0	50.1
22	3	1	1	1	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	9.6	9.9	70.1
23	2	0	0	0	1	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	7.1	8.1	60.1
24	3	0	1	1	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	8.1	8.0	65.1
25	1	0	0	1	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	4.9	5.5	55.1
26	2	0	1	1	0	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	6.8	7.0	58.1
27	3	0	0	0	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	7.1	7.0	70.1
28	1	1	0	1	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	5.5	5.6	55.1
29	3	0	0	0	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	6.9	7.2	70.1
30	1	1	1	1	0	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	5.5	6.2	52.1
31	1	1	0	0	1	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	6.8	7.1	44.1
32	1	0	1	1	0	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	5.8	6.2	51.1
33	1	1	1	1	0	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	6.5	7.6	44.1
34	2	1	1	1	0	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	7.5	9.0	62.1
35	1	0	1	1	0	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	6.6	6.7	54.1
36	1	0	0	0	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	4.6	7.1	51.1
37	2	0	0	0	1	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	8.0	7.2	57.1
38	3	0	1	1	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	9.9	9.9	77.1
39	2	1	1	1	0	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	6.9	7.6	65.1
40	1	0	0	1	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	5.5	5.8	53.1
41	2	1	1	1	0	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	7.5	8.4	61.1

42	2	1	0	0	1	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	8.0	7.9	61.1
43	3	0	1	0	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	7.8	7.6	72.1
44	2	1	1	1	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	7.9	8.4	55.1
45	3	1	0	0	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	5.6	6.5	65.1
46	2	0	1	1	0	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	8.6	7.7	58.1
47	3	1	0	0	1	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	8.8	8.0	67.1
48	2	1	1	1	0	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	7.6	7.1	60.1
49	3	0	0	1	1	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	8.1	8.5	67.1
50	3	1	1	0	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	7.8	7.6	61.1
51	1	0	1	1	0	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	7.5	7.2	48.1
52	3	1	0	0	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	7.1	8.2	67.1
53	3	0	1	1	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	9.0	9.0	66.1
54	1	1	0	0	1	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	7.0	7.2	44.1
55	2	1	1	1	0	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	8.1	8.1	62.1
56	3	1	0	0	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	7.6	8.9	59.1
57	2	0	1	1	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	7.9	8.8	74.1
58	3	1	0	0	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	7.5	7.5	58.1
59	3	1	0	0	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	6.5	7.0	67.1
60	3	1	1	1	0	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	8.5	8.5	61.1
61	3	0	0	0	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	6.9	7.2	71.1
62	2	0	1	1	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	7.6	8.8	63.1
63	1	0	0	0	1	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	5.5	8.0	44.1
64	1	0	1	1	0	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	6.0	8.1	47.1
65	1	0	1	1	0	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	6.9	7.1	48.1
66	2	1	1	1	0	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	6.9	9.0	60.1
67	2	1	0	1	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	5.6	6.2	50.1
68	2	1	0	1	1	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	6.3	8.2	48.1
69	1	1	1	1	0	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	5.8	5.8	51.1
70	2	0	1	1	0	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	6.6	8.0	58.1
71	3	0	0	1	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	7.5	7.7	67.1
72	1	1	0	0	1	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	6.0	7.0	43.1
73	2	0	1	1	0	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	6.6	7.9	66.1
74	3	0	1	1	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	8.8	9.8	66.1
75	2	0	1	1	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	7.0	8.4	65.1
76	3	0	0	0	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	6.6	8.9	63.1
77	1	0	0	1	1	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	6.9	7.5	49.1
78	2	1	0	0	1	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	7.3	8.0	61.1
79	3	0	0	0	1	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	7.3	8.1	72.1
80	1	1	1	1	0	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	5.8	7.6	44.1
81	3	0	1	0	0	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	7.9	8.8	63.1
82	3	0	0	0	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	7.3	8.0	68.1
83	2	0	0	0	1	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	6.1	8.5	53.1
84	1	1	0	1	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	5.1	6.5	37.1
85	2	0	0	0	1	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	7.5	7.7	52.1

86	1	1	1	1	0	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	6.0	7.2	51.1
87	1	0	0	1	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	5.5	6.0	48.1
88	2	0	0	0	1	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	7.6	8.2	52.1
89	2	1	0	0	1	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	6.5	7.4	59.1
90	2	1	0	1	1	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	7.6	9.3	59.1
91	3	1	0	0	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	7.9	7.9	58.1
92	1	1	0	1	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	5.0	6.5	51.1
93	3	1	1	0	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	7.5	8.6	72.1
94	3	0	1	1	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	7.6	8.9	72.1
95	3	1	1	0	0	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	7.3	8.4	59.1
96	1	1	0	0	1	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	8.1	8.1	50.1
97	1	0	0	1	1	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	5.5	7.2	48.1
98	1	0	0	0	1	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	7.0	7.7	51.1
99	2	1	0	1	1	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	7.1	7.4	61.1
100	2	1	1	1	0	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	7.3	7.0	57.1

The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

Moments			
N	100	Sum Weights	100
Mean	7.81	Sum Observations	781
Std Deviation	1.39627933	Variance	1.94959596
Skewness	-0.2445019	Kurtosis	-1.1318375
Uncorrected SS	6292.62	Corrected SS	193.01
Coeff Variation	17.8780964	Std Error Mean	0.13962793

Basic Statistical Measures			
Location		Variability	
Mean	7.810000	Std Deviation	1.39628
Median	8.000000	Variance	1.94960
Mode	8.700000	Range	5.00000
		Interquartile Range	2.55000

Note: The mode displayed is the smallest of 2 modes with a count of 6.

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	55.93437	Pr > |t|	<.0001
Sign	M	50	Pr >= |M|	<.0001
Signed Rank	S	2525	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.949721	Pr < W	0.0008
Kolmogorov-Smirnov	D	0.109407	Pr > D	<0.0100
Cramer-von Mises	W-Sq	0.24406	Pr > W-Sq	<0.0050
Anderson-Darling	A-Sq	1.526681	Pr > A-Sq	<0.0050

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	10.00
99%	10.00
95%	9.90
90%	9.45
75% Q3	9.10
50% Median	8.00
25% Q1	6.55
10%	5.75
5%	5.55
1%	5.05

0% Min	5.00

Extreme Observations			
Lowest		Highest	
Value	Obs	Value	Obs
5.0	87	9.9	74
5.1	44	9.9	76
5.2	21	9.9	81
5.5	90	10.0	47
5.5	68	10.0	59

```
Stem Leaf                     #             Boxplot
 100 00                       2                |
  98 00000                    5                |
  96 00                       2                |
  94 0000                     4                |
  92 0000000000               9                |
  90 000000                   6             +-----+
  88 0                        1             |     |
  86 0000000000               9             |     |
  84 00000                    5             |     |
  82 0000                     4             |     |
  80 0000                     4             *-----*
  78 000                      3             |  +  |
  76 000000                   6             |     |
  74 0000                     4             |     |
  72                                        |     |
  70 000                      3             |     |
  68 000                      3             |     |
  66 00000                    5             |     |
  64 0000000                  7             +-----+
  62 00                       2                |
  60 000                      3                |
  58 000                      3                |
  56 00000                    5                |
  54 00                       2                |
  52 0                        1                |
  50 00                       2                |
     ----+----+----+----+
 Multiply Stem.Leaf by 10**-1
```

The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

Moments			
N	100	Sum Weights	100
Mean	3.672	Sum Observations	367.2
Std Deviation	0.7005164	Variance	0.49072323
Skewness	0.66039032	Kurtosis	0.73534697
Uncorrected SS	1396.94	Corrected SS	48.5816
Coeff Variation	19.0772441	Std Error Mean	0.07005164

Basic Statistical Measures			
Location		Variability	
Mean	3.672000	Std Deviation	0.70052
Median	3.600000	Variance	0.49072
Mode	3.600000	Range	3.50000
		Interquartile Range	0.70000

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	52.41847	Pr > |t|	<.0001
Sign	M	50	Pr >= |M|	<.0001
Signed Rank	S	2525	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.958517	Pr < W	0.0032
Kolmogorov-Smirnov	D	0.122411	Pr > D	<0.0100
Cramer-von Mises	W-Sq	0.247809	Pr > W-Sq	<0.0050
Anderson-Darling	A-Sq	1.411353	Pr > A-Sq	<0.0050

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	5.70
99%	5.65
95%	5.10
90%	4.65
75% Q3	3.95
50% Median	3.60
25% Q1	3.25
10%	2.80
5%	2.55
1%	2.30
0% Min	2.20

Extreme Observations

Lowest		Highest	
Value	Obs	Value	Obs
2.2	64	5.1	44
2.4	24	5.1	57
2.5	53	5.5	90
2.5	45	5.6	13
2.5	32	5.7	22

The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

X1 - Customer Type=1

Moments			
N	32	Sum Weights	32
Mean	7.096875	Sum Observations	227.1
Std Deviation	1.02185296	Variance	1.04418347
Skewness	0.3588055	Kurtosis	0.20961112
Uncorrected SS	1644.07	Corrected SS	32.3696875
Coeff Variation	14.3986326	Std Error Mean	0.18063979

Basic Statistical Measures			
Location		Variability	
Mean	7.096875	Std Deviation	1.02185
Median	6.900000	Variance	1.04418
Mode	6.700000	Range	4.50000
		Interquartile Range	1.15000

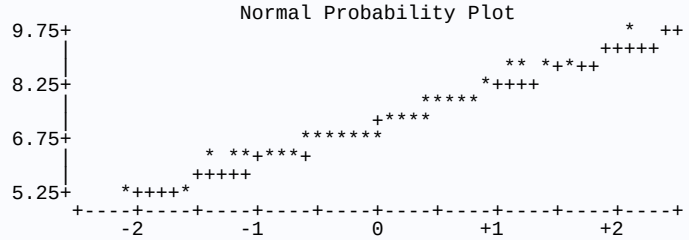
Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	39.28744	Pr > |t|	<.0001
Sign	M	16	Pr >= |M|	<.0001
Signed Rank	S	264	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.964661	Pr < W	0.3663
Kolmogorov-Smirnov	D	0.12378	Pr > D	>0.1500
Cramer-von Mises	W-Sq	0.089211	Pr > W-Sq	0.1523
Anderson-Darling	A-Sq	0.529547	Pr > A-Sq	0.1696

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	9.50
99%	9.50
95%	8.80
90%	8.70
75% Q3	7.60
50% Median	6.90
25% Q1	6.45
10%	6.10
5%	5.20
1%	5.00
0% Min	5.00

Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
5.0	1	28	8.6	1	30
5.2	1	7	8.7	1	15
6.0	1	8	8.7	1	32
6.1	1	16	8.8	1	19
6.1	1	5	9.5	1	6

```
Stem Leaf                     #             Boxplot
   9 5                        1                0
   9                                           |
   8 6778                     4                |
   8 1                        1                |
   7 55667                    5             +-----+
   7 0114                     4             |  +  |
   6 567777999                9             *-----*
   6 011444                   6             +-----+
   5                                           |
   5 02                       2                |
     ----+----+----+----+
```



The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

X1 - Customer Type=2

Moments			
N	35	Sum Weights	35
Mean	7.24	Sum Observations	253.4
Std Deviation	1.37203156	Variance	1.88247059
Skewness	0.01209312	Kurtosis	-1.5552322
Uncorrected SS	1898.62	Corrected SS	64.004
Coeff Variation	18.9507121	Std Error Mean	0.23191566

Basic Statistical Measures			
Location		Variability	
Mean	7.240000	Std Deviation	1.37203
Median	7.700000	Variance	1.88247
Mode	5.700000	Range	4.30000
		Interquartile Range	2.70000

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	31.21825	Pr > |t|	<.0001
Sign	M	17.5	Pr >= |M|	<.0001
Signed Rank	S	315	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.901755	Pr < W	0.0044
Kolmogorov-Smirnov	D	0.162319	Pr > D	0.0199
Cramer-von Mises	W-Sq	0.233492	Pr > W-Sq	<0.0050
Anderson-Darling	A-Sq	1.343267	Pr > A-Sq	<0.0050

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	9.4
99%	9.4
95%	9.4
90%	9.0
75% Q3	8.5
50% Median	7.7
25% Q1	5.8
10%	5.6
5%	5.5
1%	5.1
0% Min	5.1

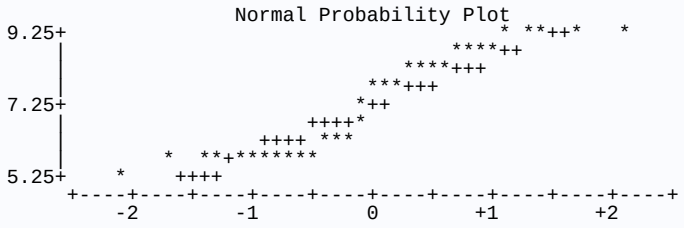
Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
5.1	2	48	9.0	2	34
5.5	2	65	9.0	2	44
5.5	2	56	9.1	2	64
5.6	2	40	9.4	2	47
5.7	2	55	9.4	2	60

The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

X1 - Customer Type=2

```
  Stem Leaf                     #             Boxplot
     9 00144                    5                |
     8 5566                     4             +-----+
     8 00234                    5             |     |
     7 7789                     4             *-----*
     7 4                        1             |  +  |
     6 5                        1             |     |
     6 2344                     4             |     |
     5 5567777899              10             +-----+
     5 1                        1                |
       ----+----+----+----+
```



The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

X1 - Customer Type=3

Moments			
N	33	Sum Weights	33
Mean	9.10606061	Sum Observations	300.5
Std Deviation	0.65093173	Variance	0.42371212
Skewness	-0.5404125	Kurtosis	-0.387839
Uncorrected SS	2749.93	Corrected SS	13.5587879
Coeff Variation	7.14833517	Std Error Mean	0.11331267

Basic Statistical Measures			
Location		Variability	
Mean	9.106061	Std Deviation	0.65093
Median	9.200000	Variance	0.42371
Mode	9.300000	Range	2.40000
		Interquartile Range	0.90000

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	80.36225	Pr > |t|	<.0001
Sign	M	16.5	Pr >= |M|	<.0001
Signed Rank	S	280.5	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.936687	Pr < W	0.0545
Kolmogorov-Smirnov	D	0.162952	Pr > D	0.0243
Cramer-von Mises	W-Sq	0.118784	Pr > W-Sq	0.0623
Anderson-Darling	A-Sq	0.708376	Pr > A-Sq	0.0608

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	10.0
99%	10.0
95%	10.0
90%	9.9
75% Q3	9.6
50% Median	9.2
25% Q1	8.7
10%	8.2
5%	7.9
1%	7.6
0% Min	7.6

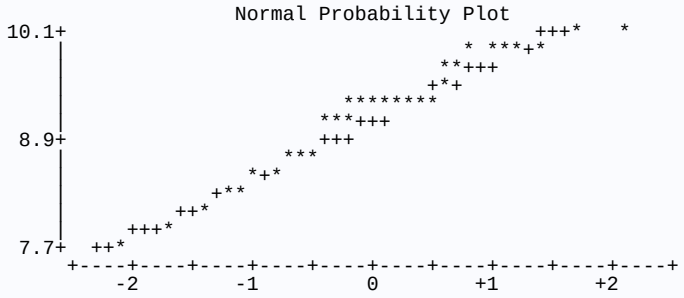
Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
7.6	3	87	9.9	3	92
7.9	3	83	9.9	3	93
8.0	3	80	9.9	3	95
8.2	3	84	10.0	3	81
8.2	3	68	10.0	3	88

The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

X1 - Customer Type=3

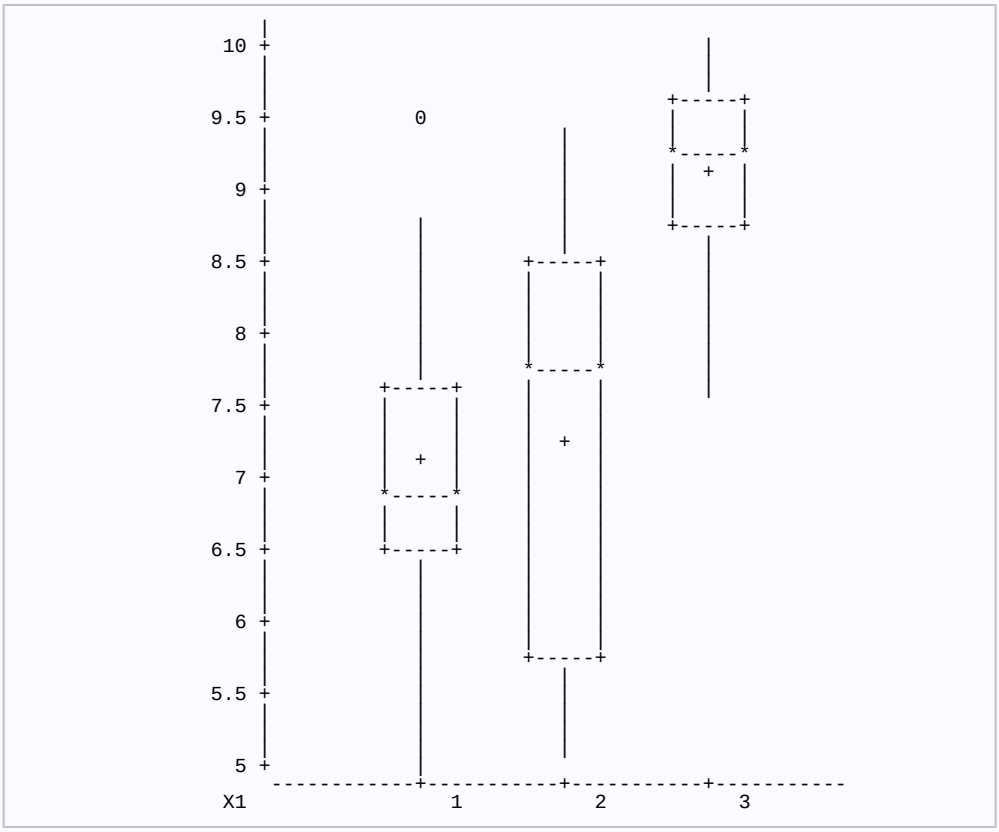
```
  Stem Leaf                     #             Boxplot
   100 00                       2                |
    98 00000                    5                |
    96 00                       2            +-----+
    94 0                        1            |     |
    92 000000000                9            *-----*
    90 000                      3            |  +  |
    88                                       |     |
    86 0000                     4            +-----+
    84 00                       2                |
    82 00                       2                |
    80 0                        1                |
    78 0                        1                |
    76 0                        1                |
       ----+----+----+----+
  Multiply Stem.Leaf by 10**-1
```



The SAS System

The UNIVARIATE Procedure
Variable: X6 (X6 - Product Quality)

Schematic Plots



The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

X1 - Customer Type=1

Moments			
N	32	Sum Weights	32
Mean	3.675	Sum Observations	117.6
Std Deviation	0.69976955	Variance	0.48967742
Skewness	0.69618252	Kurtosis	1.24476892
Uncorrected SS	447.36	Corrected SS	15.18
Coeff Variation	19.0413482	Std Error Mean	0.12370295

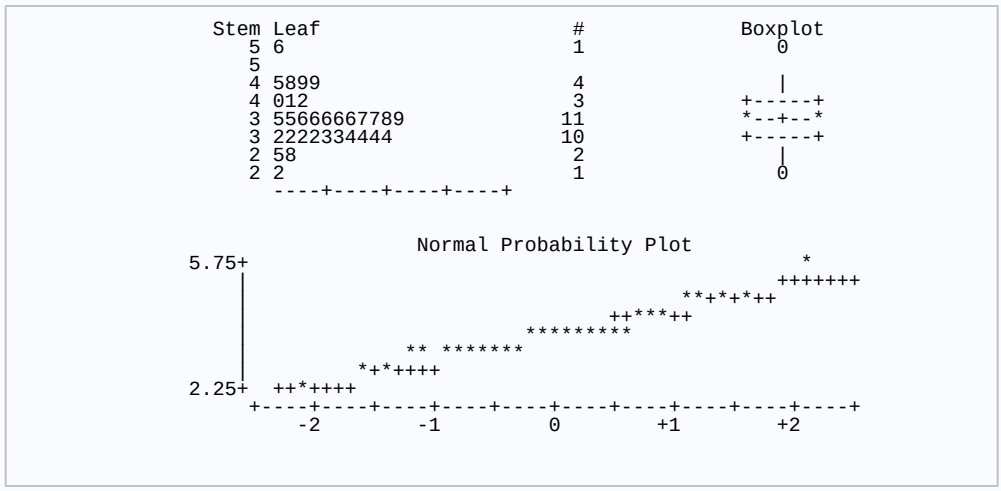
Basic Statistical Measures			
Location		Variability	
Mean	3.675000	Std Deviation	0.69977
Median	3.600000	Variance	0.48968
Mode	3.600000	Range	3.40000
		Interquartile Range	0.65000

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	29.70827	Pr > |t|	<.0001
Sign	M	16	Pr >= |M|	<.0001
Signed Rank	S	264	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.93312	Pr < W	0.0479
Kolmogorov-Smirnov	D	0.17325	Pr > D	0.0157
Cramer-von Mises	W-Sq	0.195472	Pr > W-Sq	0.0055
Anderson-Darling	A-Sq	1.019777	Pr > A-Sq	0.0096

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	5.60
99%	5.60
95%	4.90
90%	4.80
75% Q3	3.95
50% Median	3.60
25% Q1	3.30
10%	3.20
5%	2.50
1%	2.20
0% Min	2.20

Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
2.2	1	20	4.5	1	4
2.5	1	12	4.8	1	30
2.8	1	2	4.9	1	5
3.2	1	32	4.9	1	16
3.2	1	26	5.6	1	6



The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

X1 - Customer Type=2

Moments			
N	35	Sum Weights	35
Mean	3.78	Sum Observations	132.3
Std Deviation	0.65205557	Variance	0.42517647
Skewness	0.75034091	Kurtosis	0.9599249
Uncorrected SS	514.55	Corrected SS	14.456
Coeff Variation	17.2501474	Std Error Mean	0.11021751

Basic Statistical Measures			
Location		Variability	
Mean	3.780000	Std Deviation	0.65206
Median	3.700000	Variance	0.42518
Mode	3.600000	Range	2.90000
		Interquartile Range	0.60000

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	34.29582	Pr > |t|	<.0001
Sign	M	17.5	Pr >= |M|	<.0001
Signed Rank	S	315	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.933412	Pr < W	0.0354
Kolmogorov-Smirnov	D	0.144908	Pr > D	0.0621
Cramer-von Mises	W-Sq	0.165396	Pr > W-Sq	0.0151
Anderson-Darling	A-Sq	0.947084	Pr > A-Sq	0.0161

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	5.5
99%	5.5
95%	5.1
90%	4.9
75% Q3	4.0
50% Median	3.7
25% Q1	3.4
10%	3.0
5%	2.6
1%	2.6
0% Min	2.6

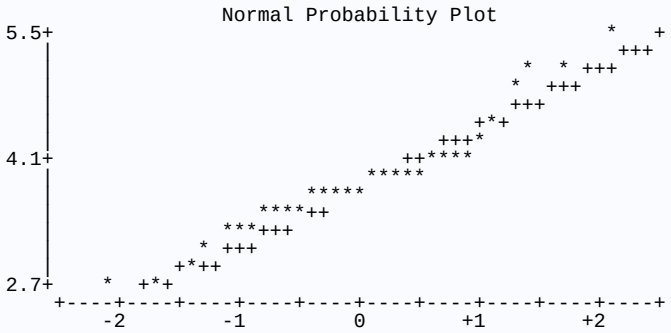
Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
2.6	2	63	4.5	2	37
2.6	2	62	4.9	2	66
2.9	2	61	5.1	2	48
3.0	2	67	5.1	2	52
3.3	2	51	5.5	2	65

The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

X1 - Customer Type=2

```
 Stem Leaf                     #             Boxplot
   54 0                        1                0
   52
   50 00                       2                0
   48 0                        1                |
   46                                           |
   44 0                        1                |
   42 0                        1                |
   40 0000                     4             +-----+
   38 0000000                  7             |     |
   36 0000000                  7             *--+--*
   34 0000                     4             +-----+
   32 000                      3                |
   30 0                        1                |
   28 0                        1                |
   26 00                       2                |
      ----+----+----+----+
  Multiply Stem.Leaf by 10**-1
```



The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

X1 - Customer Type=3

Moments			
N	33	Sum Weights	33
Mean	3.55454545	Sum Observations	117.3
Std Deviation	0.75170261	Variance	0.56505682
Skewness	0.78191588	Kurtosis	0.86858639
Uncorrected SS	435.03	Corrected SS	18.0818182
Coeff Variation	21.1476438	Std Error Mean	0.13085463

Basic Statistical Measures			
Location		Variability	
Mean	3.554545	Std Deviation	0.75170
Median	3.500000	Variance	0.56506
Mode	3.000000	Range	3.30000
		Interquartile Range	0.90000

Note: The mode displayed is the smallest of 2 modes with a count of 4.

Tests for Location: Mu0=0				
Test	Statistic		p Value	
Student's t	t	27.16408	Pr > |t|	<.0001
Sign	M	16.5	Pr >= |M|	<.0001
Signed Rank	S	280.5	Pr >= |S|	<.0001

Tests for Normality				
Test	Statistic		p Value	
Shapiro-Wilk	W	0.954362	Pr < W	0.1782
Kolmogorov-Smirnov	D	0.110794	Pr > D	>0.1500
Cramer-von Mises	W-Sq	0.049979	Pr > W-Sq	>0.2500
Anderson-Darling	A-Sq	0.374365	Pr > A-Sq	>0.2500

Quantiles (Definition 5)	
Quantile	Estimate
100% Max	5.7
99%	5.7
95%	5.1
90%	4.5
75% Q3	3.9
50% Median	3.5
25% Q1	3.0
10%	2.7
5%	2.5

1%	2.4
0% Min	2.4

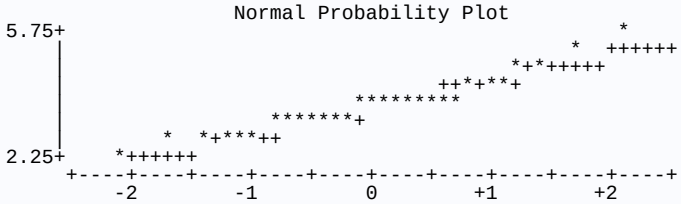
Extreme Observations					
Lowest			Highest		
Value	X1	Obs	Value	X1	Obs
2.4	3	75	4.3	3	88
2.5	3	85	4.5	3	73
2.5	3	80	4.5	3	91
2.7	3	84	5.1	3	79
2.7	3	68	5.7	3	74

The SAS System

The UNIVARIATE Procedure
Variable: X7 (X7 - E-Commerce)

X1 - Customer Type=3

```
  Stem Leaf                     #             Boxplot
     5 7                        1                0
     5 1                        1                |
     4 55                       2                |
     4 133                      3                |
     3 55677788999             11             +--+--+
     3 000022224                9             +-----+
     2 55778                    5                |
     2 4                        1                |
       ----+----+----+----+
```



The SAS System

The GLM Procedure

Class Level Information		
Class	**Levels**	**Values**
X1	3	1 2 3

Number of Observations Read	100
Number of Observations Used	100

The SAS System

The GLM Procedure

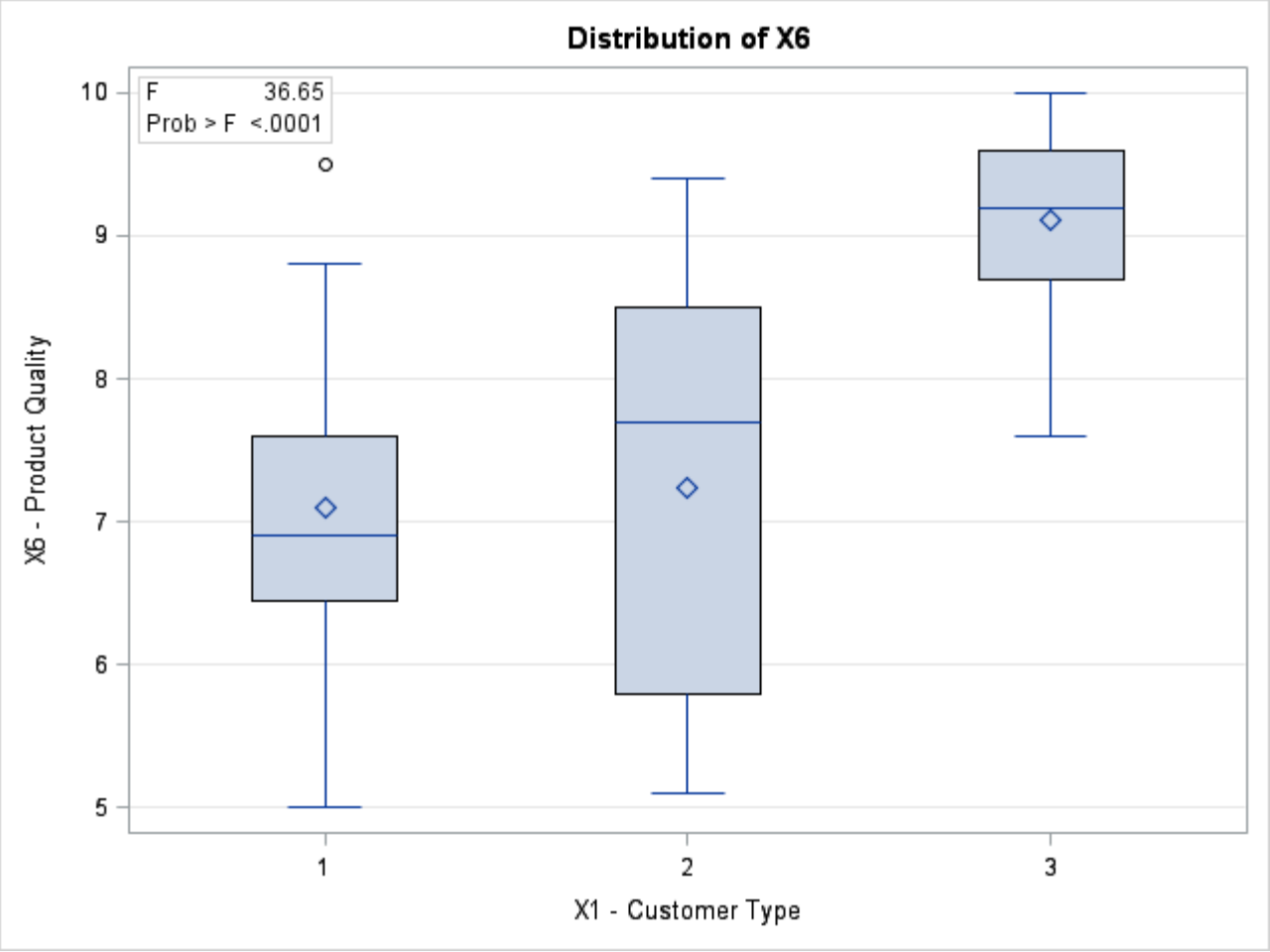
Dependent Variable: X6 X6 - Product Quality

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	2	83.0775246	41.5387623	36.65	<.0001
Error	97	109.9324754	1.1333245		
Corrected Total	99	193.0100000			

R-Square	Coeff Var	Root MSE	X6 Mean
0.430431	13.63095	1.064577	7.810000

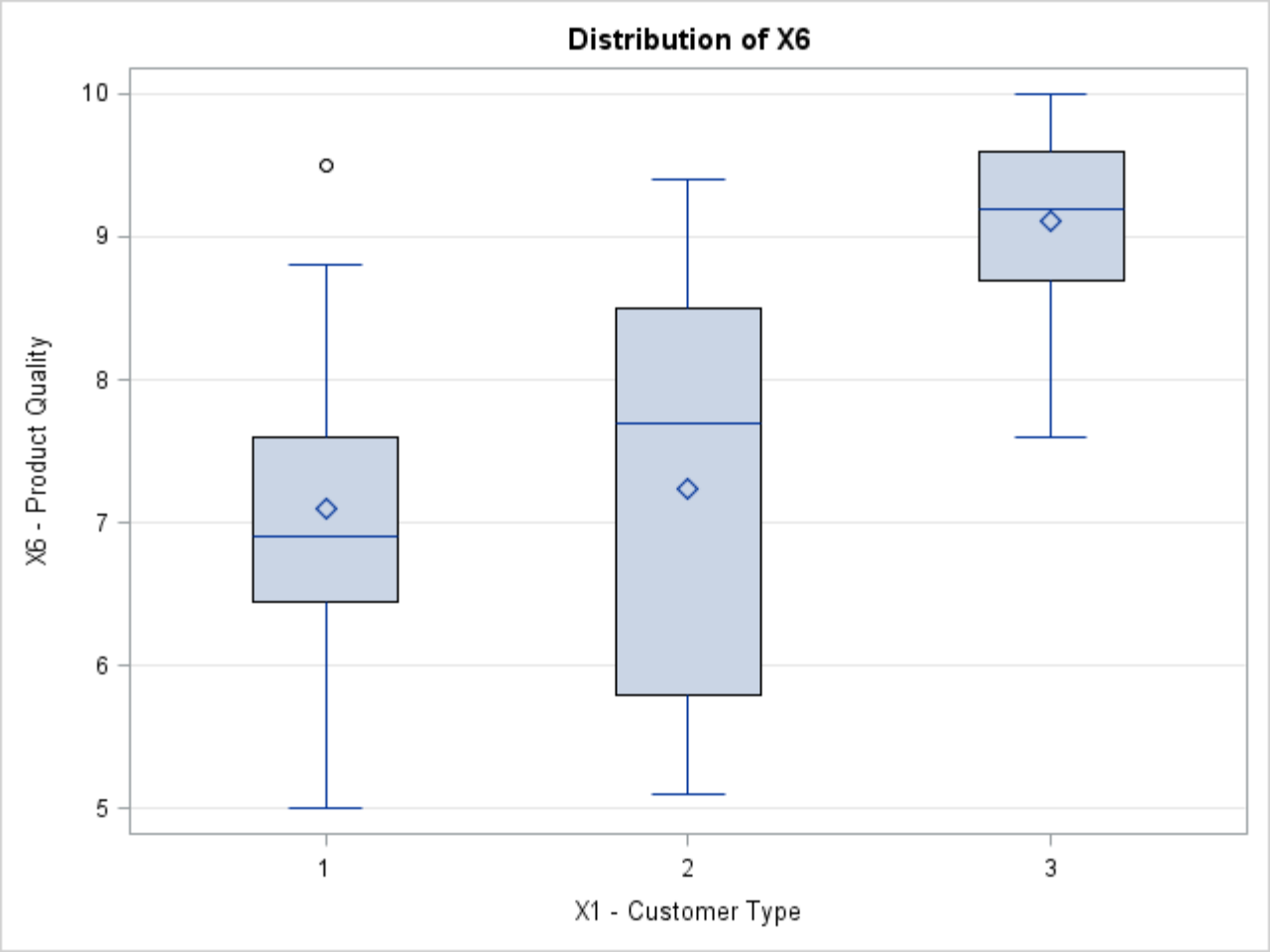
Source	DF	Type I SS	Mean Square	F Value	Pr > F
X1	2	83.07752462	41.53876231	36.65	<.0001

Source	DF	Type III SS	Mean Square	F Value	Pr > F
X1	2	83.07752462	41.53876231	36.65	<.0001



The SAS System

The GLM Procedure



Level of X1	N	X6	
		Mean	Std Dev
1	32	7.09687500	1.02185296
2	35	7.24000000	1.37203156
3	33	9.10606061	0.65093173

The SAS System

The GLM Procedure

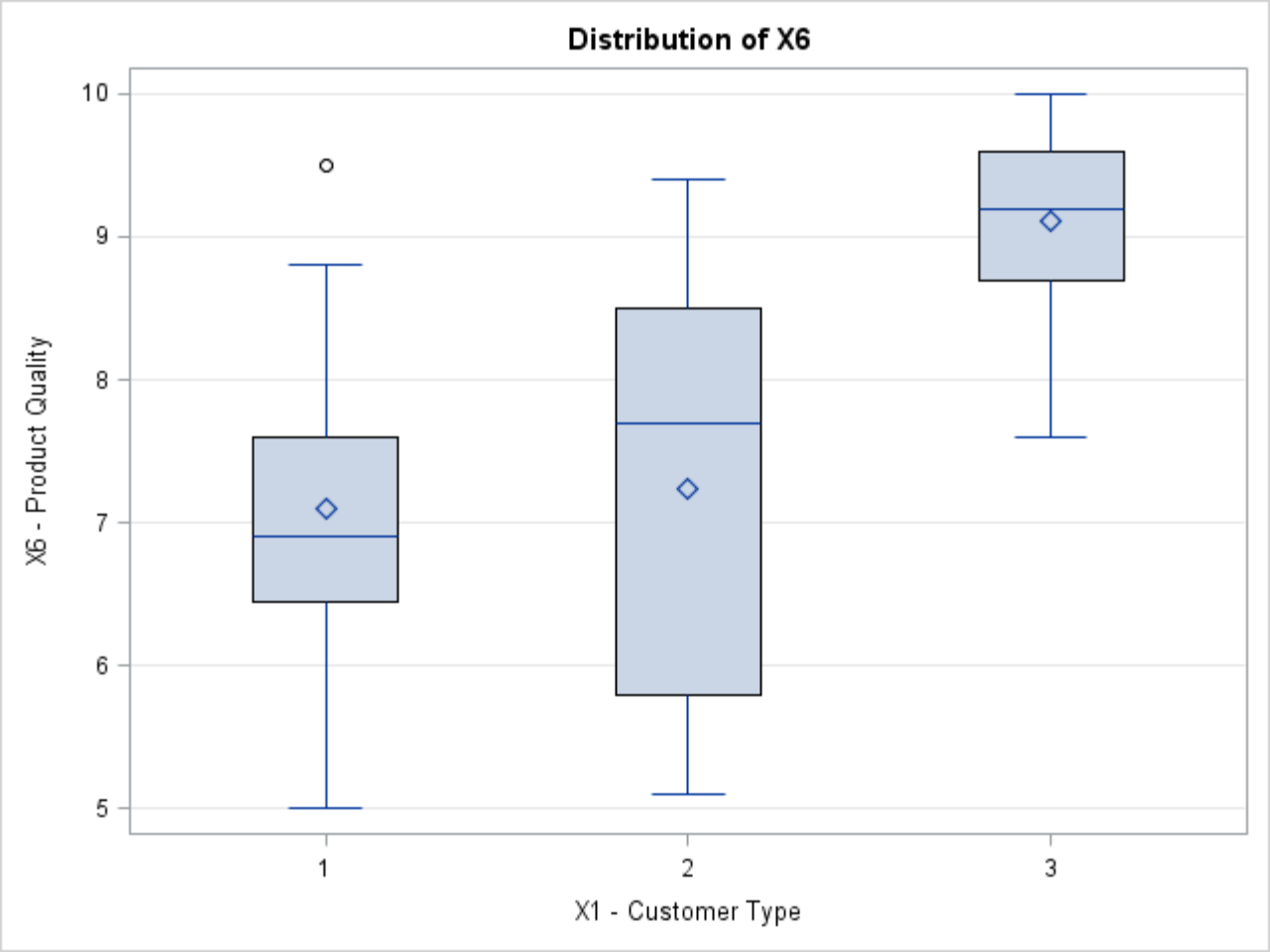
Levene's Test for Homogeneity of X6 Variance ANOVA of Squared Deviations from Group Means					
Source	**DF**	**Sum of Squares**	**Mean Square**	**F Value**	**Pr > F**
X1	2	34.5063	17.2531	12.75	<.0001
Error	97	131.2	1.3528		

Brown and Forsythe's Test for Homogeneity of X6 Variance ANOVA of Absolute Deviations from Group Medians					
Source	**DF**	**Sum of Squares**	**Mean Square**	**F Value**	**Pr > F**
X1	2	9.3543	4.6771	11.70	<.0001
Error	97	38.7876	0.3999		

Bartlett's Test for Homogeneity of X6 Variance			
Source	**DF**	**Chi-Square**	**Pr > ChiSq**
X1	2	16.5426	0.0003

The SAS System

The GLM Procedure



Level of X1	N	X6	
		Mean	Std Dev
1	32	7.09687500	1.02185296
2	35	7.24000000	1.37203156
3	33	9.10606061	0.65093173

The SAS System

The GLM Procedure

Class Level Information		
Class	**Levels**	**Values**
X1	3	1 2 3

Number of Observations Read	100
Number of Observations Used	100

The SAS System

The GLM Procedure

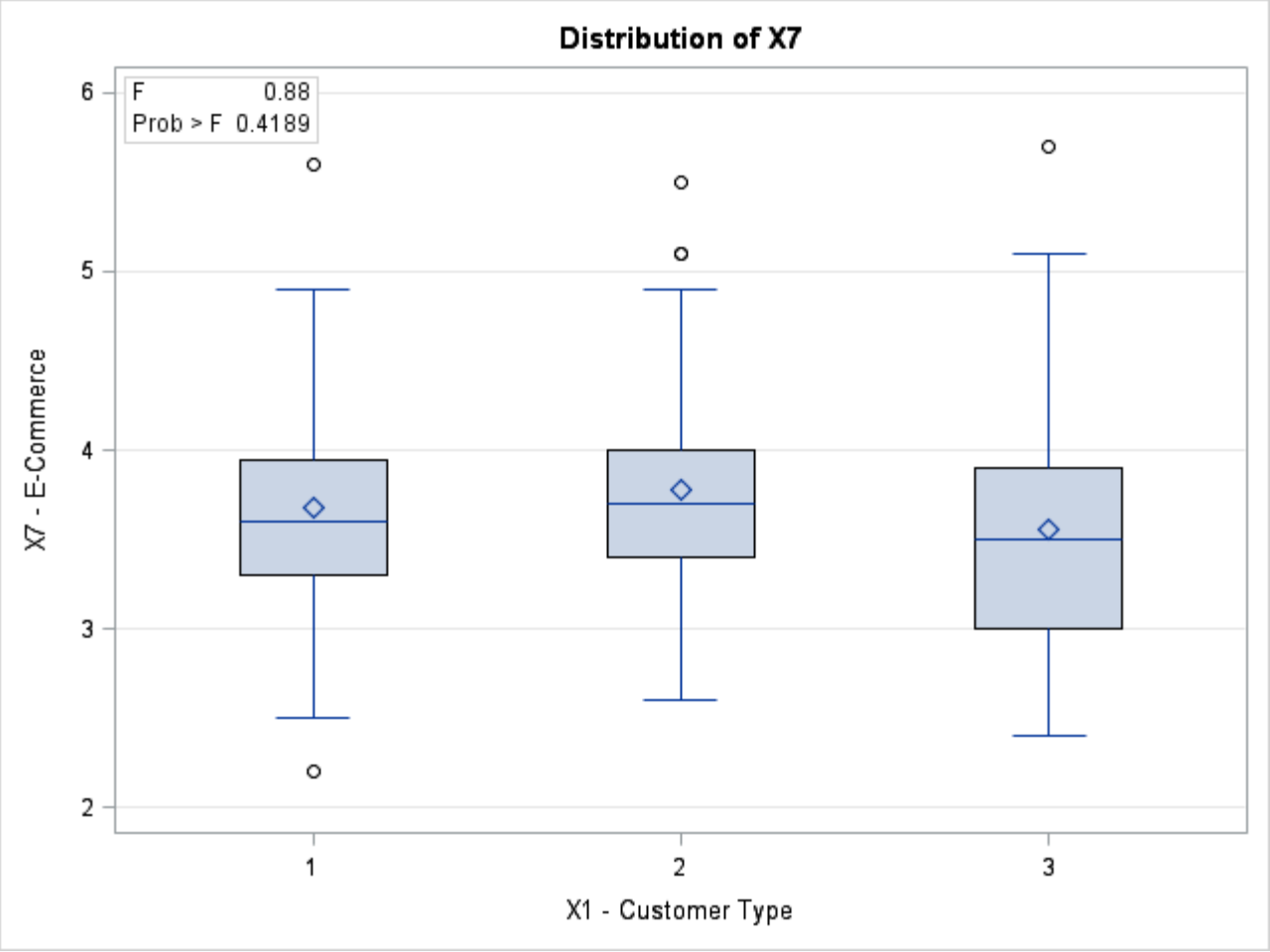
Dependent Variable: X7 X7 - E-Commerce

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	2	0.86378182	0.43189091	0.88	0.4189
Error	97	47.71781818	0.49193627		
Corrected Total	99	48.58160000			

R-Square	Coeff Var	Root MSE	X7 Mean
0.017780	19.10081	0.701382	3.672000

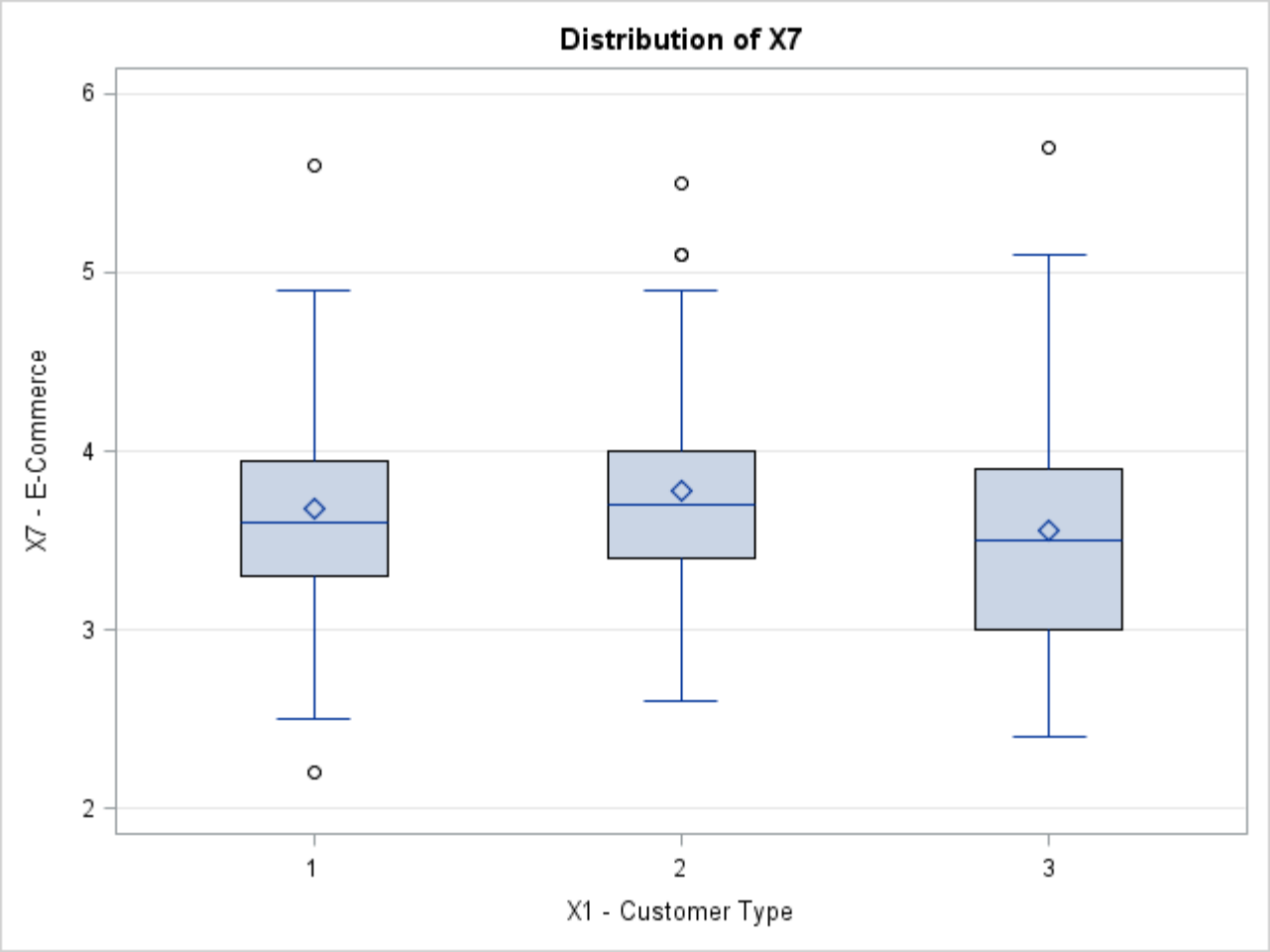
Source	DF	Type I SS	Mean Square	F Value	Pr > F
X1	2	0.86378182	0.43189091	0.88	0.4189

Source	DF	Type III SS	Mean Square	F Value	Pr > F
X1	2	0.86378182	0.43189091	0.88	0.4189



The SAS System

The GLM Procedure



Level of X1	N	X7	
		Mean	Std Dev
1	32	3.67500000	0.69976955
2	35	3.78000000	0.65205557
3	33	3.55454545	0.75170261

The SAS System

The GLM Procedure

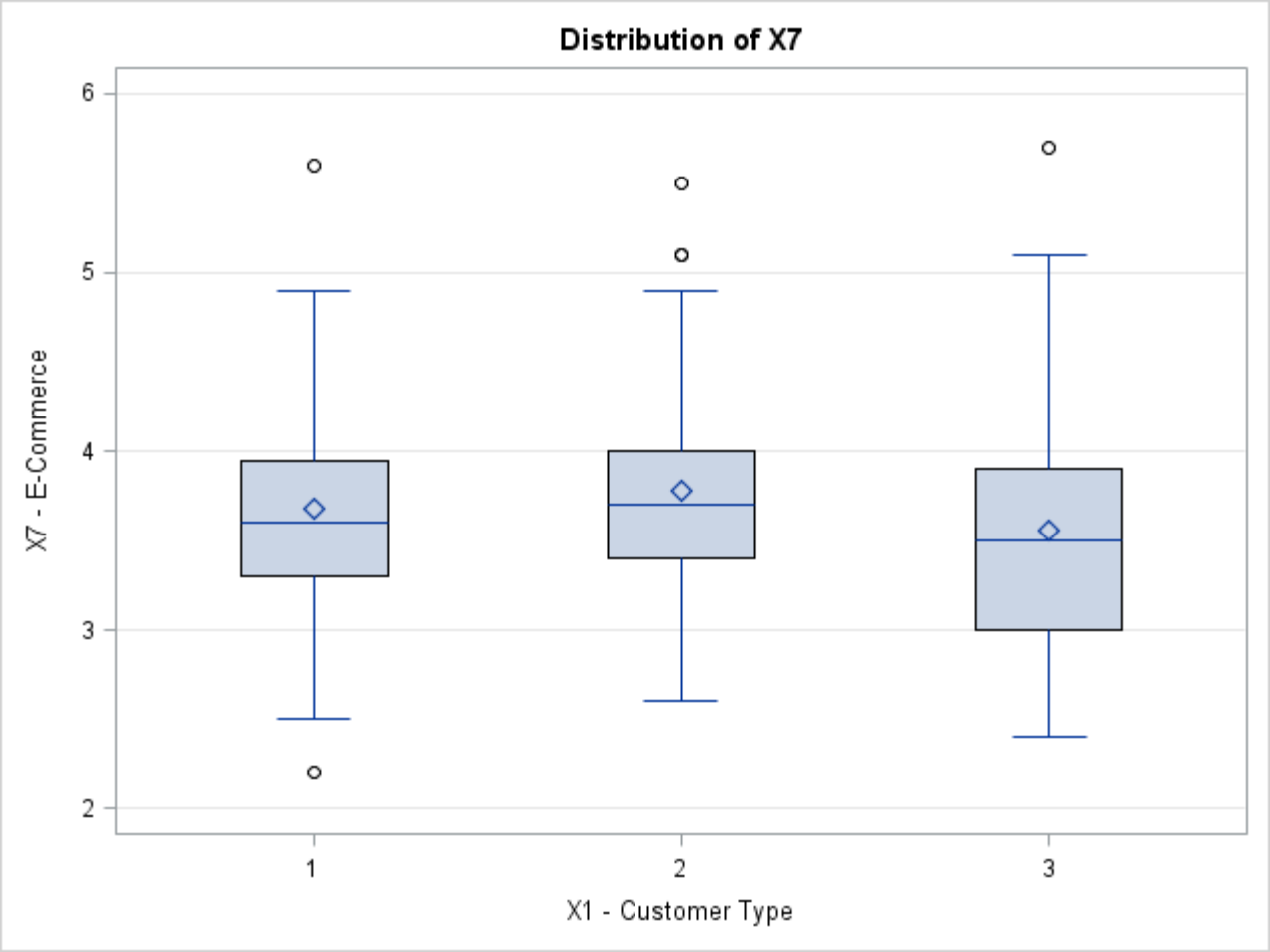
Levene's Test for Homogeneity of X7 Variance ANOVA of Squared Deviations from Group Means					
Source	**DF**	**Sum of Squares**	**Mean Square**	**F Value**	**Pr > F**
X1	2	0.3095	0.1547	0.24	0.7855
Error	97	62.0297	0.6395		

Brown and Forsythe's Test for Homogeneity of X7 Variance ANOVA of Absolute Deviations from Group Medians					
Source	**DF**	**Sum of Squares**	**Mean Square**	**F Value**	**Pr > F**
X1	2	0.2740	0.1370	0.60	0.5507
Error	97	22.1396	0.2282		

Bartlett's Test for Homogeneity of X7 Variance			
Source	**DF**	**Chi-Square**	**Pr > ChiSq**
X1	2	0.6579	0.7197

The SAS System

The GLM Procedure



Level of X1	N	X7	
		Mean	Std Dev
1	32	3.67500000	0.69976955
2	35	3.78000000	0.65205557
3	33	3.55454545	0.75170261