



Tremco Performance Rating Program

Performance Information for Tremco Representative:

JOE BRAZIL

Key Performance Measurements

Overall Customer Satisfaction of the Buyer (1-10, 10 being highly satisfied)	9.3
Percent of Customers that Would Use Tremco Product Again (%)	100%
Customer Satisfaction of This Tremco Representative (1-10)	9.4

Detailed Performance Measurements

Overall Customer Satisfaction of the Buyer (1-10)	9.3
Customer Satisfaction of the Tremco Roofing System (1-10)	9.3
Percent of Customers that Would Use Tremco Product Again	100%
Customer Satisfaction of the Applicators Installing the Product (1-10)	9.1
Percent of Customers that Would Hire the Same Applicator (%)	100%
Customer Satisfaction of the Tremco Representative (1-10)	9.4
Customer Satisfaction of the Value Relative to Project Cost (1-10)	9.0
Total job Area (SF) Surveyed	1,244,055
Number of Jobs (Warranties) Surveyed	56

Please contact Jeff Sawyer at Jeff.Sawyer@asu.edu if you have any questions in regards to the performance information.

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