

## ST. JOHN-MITTELHAUSER & ASSOCIATES, INCORPORATED Certified as a Top 20% Performer

Customer references indicate outstanding past performance to Open Ratings during PPE survey process.

WALTHAM, MA - September 20, 2010 - ST. JOHN-MITTELHAUSER & ASSOCIATES, INCORPORATED has been certified as a Top 20% Performer based on the Past Performance Evaluation survey responses of its reference customers. ST. JOHN-MITTELHAUSER & ASSOCIATES, INCORPORATED's PPE score of 97/100 demonstrates outstanding overall customer satisfaction relative to similar companies.

### About the Past Performance Evaluation (PPE) Program

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Each year, Open Ratings helps thousands of companies secure contracts with large purchasing organizations such as the GSA by verifying their performance with Past Performance Evaluations (PPEs). The customer satisfaction metrics that are evaluated include:

- Reliability
- Cost
- Order accuracy
- Delivery/timeliness
- Quality
- Business relations
- Personnel
- Customer support
- Responsiveness

The PPE score is based on the survey feedback of between four and twenty verified references. The Top 20% rating is relative to similar companies during the same time period.

### To Obtain the Detailed PPE Report

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To obtain a copy of the PDF PPE report for ST. JOHN-MITTELHAUSER & ASSOCIATES, INCORPORATED, please visit <https://prod.openratings.com/certified/index.pl?page=duns&orderid=1526095>.

### About Open Ratings

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Open Ratings is a leading provider of software, services and information for proactive supply management. Open Ratings solutions help companies to lower costs, reduce risks and increase profitability by reducing supply management costs and improving supply management initiatives. At the core of Open Ratings solutions is patent-pending predictive technology that provides advance notice of supplier performance and financial stability problems. For more information, visit Open Ratings on the Web at <http://www.openratings.com>.

To learn more about the Open Ratings Certified PPE program, go <https://prod.openratings.com/certified/index.pl?page=about>.

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Date: 09/15/10

## Past Performance Evaluation<sup>SM</sup>

D-U-N-S Number for this company: 79-712-5593

The Supplier Performance Review is a report on a single company. This report is divided into four sections:

### 1. Company Overview

Contains basic location, contact, and operating data available on the company being evaluated.

### 2. Supplier Performance Ratings

Provides the supplier's Overall Performance Rating, which is an assessment of likely overall performance, and a SIC-level benchmark, which indicates where the supplier's Overall Performance Rating falls in comparison to other rated companies in its SIC group. This section also provides Detailed Performance Ratings for key aspects of supplier performance.

### 3. Buyers Surveyed

Indicates the industries of the companies that have recently provided ratings on this supplier. Individual raters are not identified in order to preserve confidentiality.

### 4. Distribution of Feedback

Provides a breakdown of the survey responses received from raters of this supplier. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4).

## 1. COMPANY OVERVIEW (From Dun & Bradstreet records)

<b>Primary Name:</b>	ST. JOHN-MITTELHAUSER & ASSOCIATES, INCORPORATED	<b>Year Started:</b>	2007
<b>Alternate Names:</b>	(none)	<b>Year of Current Control:</b>	2007
<b>Address:</b>	1401 Branding Ave Ste 315 Downers Grove, IL 60515	<b>Annual Sales:</b>	\$5,141,206
<b>Telephone Number:</b>	+1 (630) 427-8106	<b>Total Employees:</b>	35 total
<b>D-U-N-S<sup>®</sup> Number:</b>	79-712-5593	<b>SIC/Line of Business:</b>	8731/Commercial physical research



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### 2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

**Overall Performance Rating** 97 **SIC Level Quintile** Bottom Top

Indicative of likely overall performance SIC: 8731/Commercial Physical and Biological Research

Detailed Performance Ratings	0	25	50	75	100
<b>RELIABILITY:</b> How reliably do you think this company follows through on its commitments?					
98					
<b>COST:</b> How closely did your final total costs correspond to your expectations at the beginning of the transaction?					
96					
<b>ORDER ACCURACY:</b> How well do you think the product/service delivered matched your order specifications and quantity?					
94					
<b>DELIVERY/TIMELINESS:</b> How satisfied do you feel about the timeliness of the product/service delivery?					
98					
<b>QUALITY:</b> How satisfied do you feel about the quality of the product/service provided by this company?					
95					
<b>BUSINESS RELATIONS:</b> How easy do you think this company is to do business with?					
98					
<b>PERSONNEL:</b> How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?					
98					
<b>CUSTOMER SUPPORT:</b> How satisfied do you feel about the customer support you received from this company?					
97					
<b>RESPONSIVENESS:</b> How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?					
99					

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### 3. BUYERS SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

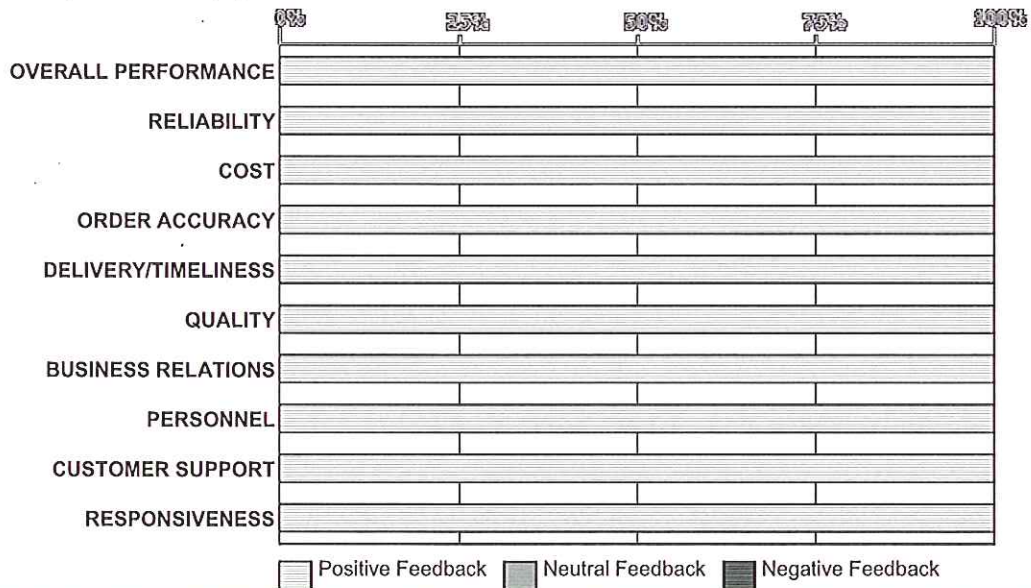
SIC/Line of Business:

- Unknown/not available
- 8111/Legal services

Number of surveys completed during the past 30 days is 6.

### 4. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). The percentages of responses falling into each category are shown below.



**Note: The supplier ratings set forth above represent the opinions of the surveyed customer references and not those of Open Ratings or Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.**

This report is provided under contract solely for use by the customer and a third party as designated by the customer. It is compiled from sources Open Ratings and D&B do not control and whose information, unless otherwise indicated in the report, has not been verified. In providing this report Open Ratings and D&B do not assume any part of the user's business risk, do not guarantee the accuracy, completeness or timeliness of the information and shall not be liable for any loss or injury resulting from reliance on this report or arising out of or caused, in whole or in part, by Open Ratings' or D&B's acts or omissions in preparing this report.