

Most Favorable Report

June-97

Group Percent Favorable	Most Favorable Responses
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| 90 % | 1. I am proud of the quality of our company's products and services. (A) |
| 90 % | 17. I am committed to excellence in customer service. (A) |
| 90 % | 14. Customer satisfaction is one of our top priorities. (A) |
| 86 % | 53. The number of hours I'm expected to work is reasonable. (A) |
| 85 % | 18. Our company philosophy emphasizes quality improvement. (A) |
| 85 % | 15. This company identifies and responds effectively to customer needs. (A) |
| 84 % | 8. The people I work with cooperate to get the job done. (A) |
| 84 % | 2. My work group's day-to-day activities demonstrate that quality is a top priority. (A) |
| 83 % | 38. Overall, I like my job, and I am satisfied with the type of work I do. (A) |
| 82 % | 31. I am held accountable for the decisions I make. (A) |
| 82 % | 76. I know what company benefits are available to me. (A) |