

Quarterly User Satisfaction Report™ 2nd Quarter 2011

User Satisfaction Ratings For All Vendors

	System Performance	System Reliability	Installation / Implementation	Applications Training	Service Response Time	Service Repair Quality	Composite
CANON MEDICAL	9.0	9.0	8.8	8.7	8.8	8.5	8.8
CARESTREAM HEALTH	9.0	9.2 ▲	9.0	9.2 ▲	9.0	9.0	9.1
DEL MEDICAL	8.2 ▼	8.8	8.3 ▼	8.3 ▼	8.2 ▼	8.8	8.4 ▼
FUJIFILM	9.2 ▲	9.0	9.0	9.0	9.0	9.0	9.0
GE	8.8	8.7 ▼	8.8	8.7	8.5	8.6	8.7
PHILIPS	8.7	9.0	9.1	8.7	8.8	8.8	8.8
QUANTUM	8.6	8.7 ▼	8.8	8.5	8.5	8.4 ▼	8.6
SHIMADZU	9.2 ▲	9.2 ▲	9.3 ▲	9.0	9.2 ▲	9.4 ▲	9.2 ▲
SIEMENS	8.7	8.9	8.6	9.0	8.9	8.8	8.8
SWISSRAY	9.2 ▲	9.2 ▲	9.3 ▲	9.0	9.0	9.2	9.2 ▲
TOSHIBA	8.8	8.8	8.3 ▼	8.7	8.7	8.8	8.7

▲ - represents the highest rating in a category. ▼ - represents the lowest rating in a category.