

Product Quality Satisfaction. Number of data points is indicated in parenthesis.

		Yours Scores	Industry Averages
Product Quality	Digital Printing	91% (136)	93% (2281)
	Finishing/Binding Services	93% (116)	91% (1931)
	Full Color Printing	94% (148)	94% (2746)
	Graphic Design	93% (130)	91% (2365)
	High Speed Copies	91% (141)	94% (2169)
	Mailing Services	93% (84)	89% (1145)
	One & Two Color Printing	93% (199)	94% (3311)
	Online Ordering	93% (105)	66% (294)
	Promotional Items	83% (47)	88% (1086)
	Signs	90% (67)	92% (1316)
	Variable Data Printing	85% (61)	89% (1010)

What issues are you having with our products & services?	Response Percent	Response Total
		136
No issues. I have always had great customer service from Allegra staff.		
None		
The certificates looked just as desired, and delivery was very fast. Thanks.		
We have only had minor issues, all of which have been fixed promptly.		
On-Line ordering doesn't have pricing .		
No issues, great customer service! We appreciate you going the extra mile to help us out!		
None. Satisfied.		
None -- I was very happy with the business card printing. Your location, however, is not good for me as I have a business downtown. Therefore I would not sue Allegra for anything but business cards or another important printing project due to the driving time required. The reason I went to Allegra is because of poor product results with the prior Bryant printing business. It seemed that the people handling the work at Bryant were not trained (crooked printing, for example) and the work not inspected. But at Allegra everything was perfect, as expected, and I was very happy with the results.		
No issues at this time.		
None		
Customer service was wonderful. My needs were fully met. The only thing that dissatisfied me was that the print on some of the RSVP's was very light and you could barely read them.		
None- I appreciate the fast service. Did not take advantage of the drop off service but it was nice to know that it was available. Can you move into Kalamazoo?		
None - currently our marketing person uses another printer. Her decision - not mine!		
I only deal with technical issues or a sales person from time to time. I never see the end product so can't comment. However, the salesman that I have dealt with a couple of times is a bit pushy/edgy for my taste.		
We have only had you do one thing for us and we are very pleased with your work. Thanks		
Only had one and that was a communication error with the woman I worked with other than that the service has been good.		
No issues:)		
I called to order special labels. The staff is always very helpful, polite, and the order comes quickly and accurately. Thank you!		
No ongoing issues		
Invoices not matching quotes.		
No issues. Your services were great. We appreciate your generosity toward the SPCA.		
No issues. I would however like more information about the online ordering.		
None		
None at this point. I use the online ordering for Business Cards and my every need has been met immediately by your great staff.		