



# Customer Satisfaction Rating

# 99.5%

## Office Pavilion Hawaii

June 1, 2012

HermanMiller

Herman Miller regularly reports on the performance of Certified Network Dealers based on customers' direct experience.

Each Certified Dealer Network member must demonstrate stated levels of performance in ten functional areas and show continuous improvement in order to maintain membership.

As a network, we collectively receive over 8,000 customer surveys annually—it is our ultimate scorecard.