

Average Organizational Report

Frequency Distribution-Comparative

Date: 10/21/2003

Diversity Management

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Customer Service: 7	16.67	23.02	20.63	21.43	18.25
Sales: 6	17.59	24.07	22.22	20.37	15.74
Information Systems: 10	20.56	21.11	21.11	16.11	21.11
Senior Mangement: 6	20.37	18.52	24.07	16.67	20.37

Employee Relations

		Strongly Disagree	Disagree	Agree	Strongly Agree
Customer Service: 7	Current Performance	25.71	25.71	27.14	21.43
	Importance	12.86	24.29	31.43	31.43
Sales: 6	Current Performance	16.67	30	23.33	30
	Importance	20	20	26.67	33.33
Information Systems: 10	Current Performance	23	26	22	29
	Importance	22	36	22	20
Senior Mangement: 6	Current Performance	25	28.33	30	16.67
	Importance	28.33	33.33	16.67	21.67

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Corporate Strategy

	Never	Almost Never	Seldom	Sometimes	Almost Always	Always	Not Applicable
Customer Service: 7	14.29	21.43	21.43	14.29	0	0	28.57
Sales: 6	8.33	25	25	0	0	41.67	0
Information Systems: 10	15	10	30	15	0	15	15
Senior Mangement: 6	25	16.67	16.67	8.33	25	0	8.33