



## THE OFFICE PRODUCTS ANALYST

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### Kyocera Mita Copiers Rated Most Reliable By Technicians EXCERPT FROM THE 2002 OPA COPIER RELIABILITY SURVEY

In the annual copier reliability issue of the Office Products Analyst (OPA), Kyocera Mita was rated highest in overall supplier support ratings. In this issue of the OPA, interviews were conducted with 198 service managers in copier dealerships nationwide. Ratings were compiled using a scale of one to ten with "ten" being the highest possible rating. Out of 20 categories, Kyocera Mita was number one by far in "Supplier Support Ratings" taking an impressive 17 of 20 first place ratings, including such categories as Parts Delivery Time (8.6), Troubleshooter Support (8.7), On-Going Product Reliability (8.6), Service Hotline (8.7) and Help Desk (8.7), to name a few. Furthermore, KMA was received the highest Overall Rating (8.6) – significantly higher than the next highest vendor. Our Congratulations go out to KMA for another fine showing in our survey.

TABLE 9 – Supplier Support Ratings

	Universe	Canon	Konica	Kyocera/ Mita	Minolta	Panasonic	Ricoh	Savin	Sharp	Toshiba
Parts Availability	8.3	8.5	8.1	8.6	8.1	<b>8.7</b>	8.3	8.4	8.5	8.1
Parts Delivery Time	8.3	8.2	8.1	<b>8.6</b>	7.9	8.5	8.2	8.1	8.1	<b>8.6</b>
Order Processing	8.4	<b>8.6</b>	8.3	<b>8.6</b>	8.2	8.5	8.2	8.3	8.3	8.5
Troubleshooter Support	7.7	6.7	7.4	<b>8.7</b>	7.6	8.0	7.7	7.9	7.9	8.4
Service Hotline	7.5	6.5	7.7	<b>8.7</b>	7.2	7.6	7.2	7.5	7.5	8.5
Internet Support	7.9	7.3	8.7	<b>8.8</b>	7.5	8.3	7.5	7.9	7.8	8.2
Customization Support	7.5	6.9	7.4	<b>8.3</b>	6.8	<b>8.3</b>	7.8	6.8	7.6	8.0
Engineering Support	7.4	6.4	7.4	<b>8.5</b>	6.8	7.8	6.9	7.6	7.7	7.9
General Service Communication	7.9	7.4	7.8	<b>8.6</b>	7.6	8.0	7.8	8.3	7.9	8.4
Retrofit Announcements	8.0	7.9	8.0	<b>8.5</b>	8.0	8.2	7.8	7.9	8.1	7.9
Basic Service Training	8.1	8.0	8.2	<b>8.8</b>	8.3	8.3	8.1	8.1	7.6	8.6
Advanced Product Training	8.1	7.9	8.0	<b>8.7</b>	8.6	8.4	8.0	7.9	7.4	8.5
Network Training	8.0	7.9	8.0	<b>8.5</b>	8.0	8.3	7.9	7.8	7.4	8.1
Parts Reliability	8.5	8.5	7.8	8.6	8.4	<b>8.9</b>	7.9	8.0	7.8	7.9
Initial Product Reliability	8.1	8.1	7.4	<b>9.0</b>	7.9	8.8	8.0	8.1	7.6	7.6
On-Going Product Reliability	8.5	8.4	7.9	<b>8.6</b>	7.8	8.4	8.1	8.1	7.9	7.8
Retrofit	8.2	8.5	7.9	<b>8.6</b>	7.8	8.2	8.1	7.9	7.8	8.1
Print Driver Stability	8.0	8.1	7.6	<b>8.4</b>	7.5	<b>8.4</b>	8.0	8.1	7.5	8.3
Controller Reliability	8.1	8.3	7.6	8.5	7.8	8.1	8.0	8.2	7.8	<b>8.6</b>
Help Desk	7.6	6.6	7.9	<b>8.7</b>	7.4	8.1	7.3	7.8	7.4	8.3
<b>OVERALL AVERAGE</b>	<b>8.0</b>	<b>7.7</b>	<b>7.9</b>	<b>8.6</b>	<b>7.8</b>	<b>8.3</b>	<b>7.8</b>	<b>7.9</b>	<b>7.8</b>	<b>8.2</b>

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