**FOR IMMEDIATE RELEASE** **CONTACT: Michael Casey, Survey Advantage**

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**Survey Advantage Recognizes Top Franchise and Independent Printers;**

**Q2, 2013 Awards based on 11,157 Buyer Reviews**

Providence, RI. — August 13, 2013- Survey Advantage released their Print Buyer Satisfaction Index (PBSI™) for the quarter ending June 30, 2013. Top performers achieved over 87% loyalty, average performers 73% to 86%, and poor performers under 73%. Q2, 2013 results are based on the percentage of 11,157 print buyer reviews that were “Very Likely” to recommend their printer after receiving their recently completed jobs. Congratulations to **QPL in Chelmsford, MA** for achieving the best overall loyalty rating with 96% of their customers stating they are “Very Likely” to recommend them to other buyers. Below are winners by category or peer group.

**Category Top Printer City,State Owner/Operator**

Independent Commercial QPL Inc. & Image Chelmsford, MA Peter Derby

Allegra Network Allegra Nashville, TN Jerry Herbert

Franchise Services Sir Speedy Addison, TX Jim Quinn

Alphagraphics Alphagraphics Richmond, VA Craig Campbell

CPrint Pro Printers Hudson, NY Ryan Scott

Minuteman Press MMP of Westchase Houston, TX Sharon Rayner

Signs Now Signs Now Hanover, PA Adam Kirkpatrick

Signs By Tomorrow SBT Gainseville, GA Michael Kelly

The benchmark is a compilation of all feedback gathered for hundreds of printers participating in CustomerPulse™. The feedback is published to benchmark performance and enable printers and sign makers to react quickly to customer feedback. The PBSI™ is the most comprehensive measure of print & sign buyer loyalty available in the printing industry.

The vision of the PBSI™ is to improve industry performance through reliable real-time buyer satisfaction benchmarking. Visit [www.surveyadvantage.com/printers](http://www.surveyadvantage.com/printers) for more information.