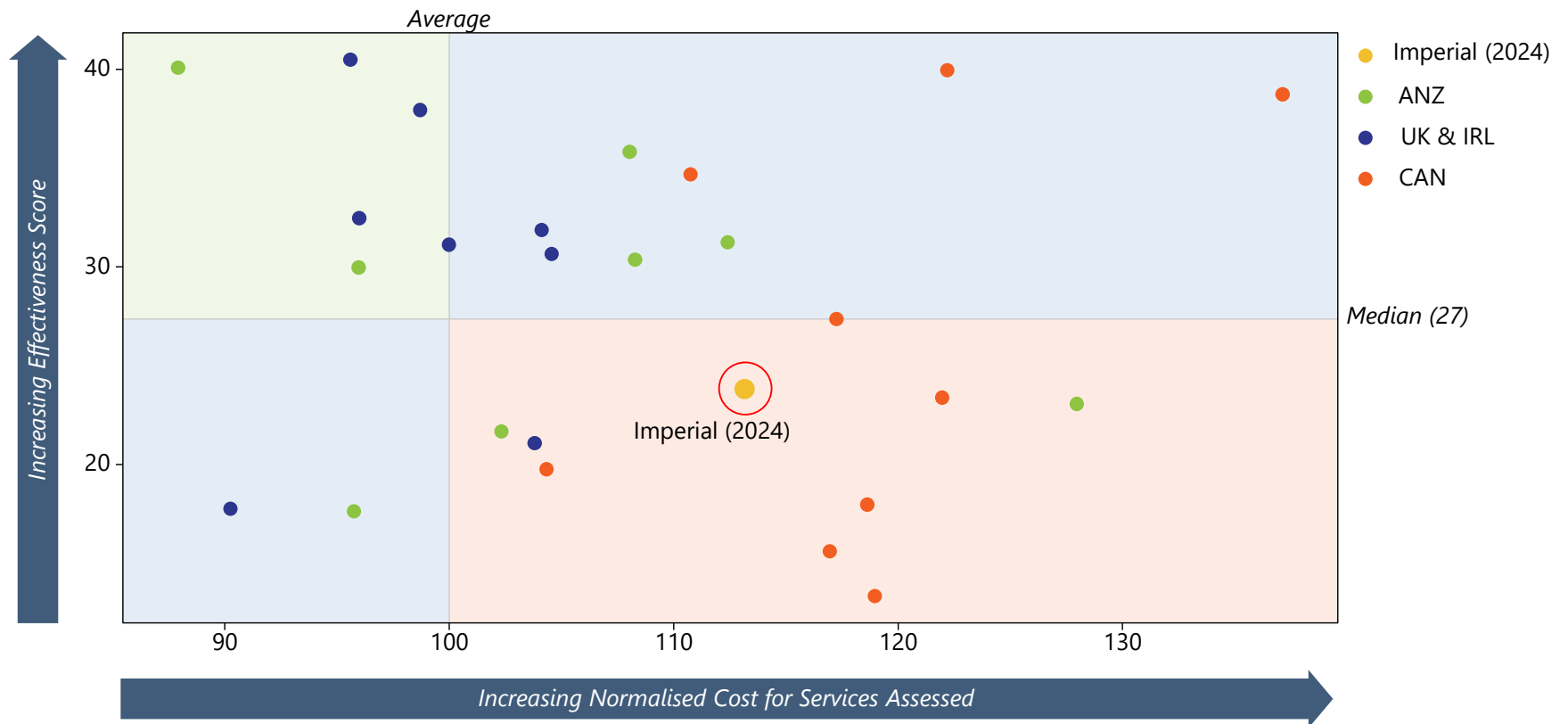




For the 70 services surveyed, Imperial is above average normalised cost and below median for effectiveness

OVERALL EFFECTIVENESS SCORE VS. NORMALISED COST - PARTS 1 & 2 SERVICES

Net Satisfaction (-100 to +100), Parts 1 & 2 Services, 2017 - 2024



Source: UniForum Database February 2024; NousCubane analysis