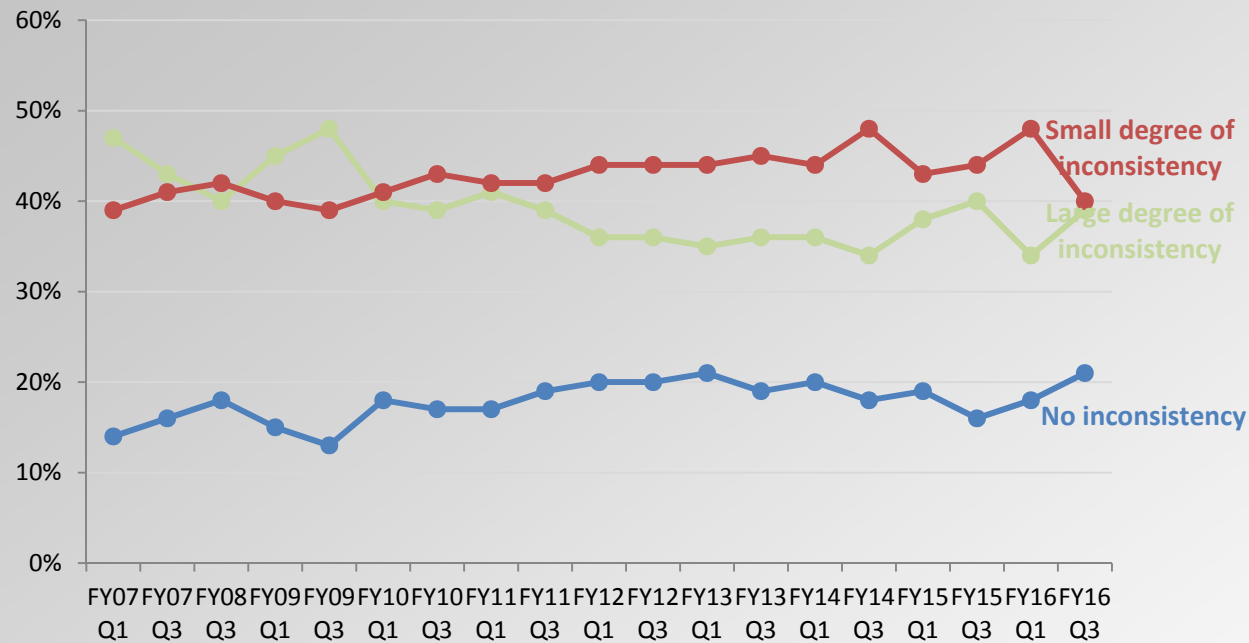


## In the past 3 months, have you experienced problems with the consistency of examination quality from one examiner to another?



Between FY16-Q1 and FY16-Q3, the percentage of customers who reported experiencing problems with the consistency of examination quality to “a large degree” increased slightly, but this change was not statistically significant. In both periods, approximately 8 in 10 customers experienced inconsistency in examination quality to some degree, whether small or large.