CSISG Quarter 1

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2017-2018 Year-on-Year Change	/ % Change	SECTOR / Sub-sector / Company Measured
68.5	68.1	65.8	68.2	70.6	69.1	72.2	69.6	70.0	71.7	72.1	72.6	+0.47	(+0.6%)	RETAIL (Sector)
68.7	66.3	65.5	70.0	70.8	70.3	75.2	68.4	68.6	70.2	71.2	71.8	+0.65	(+0.9%)	Department Stores (Sub-sector)
69.3	66.0	66.2	76.7	72.5	74.1	79.8	71.4	71.7	73.2	73.6	74.2	+0.60	(+0.8%)	DFS
69.8	66.6	66.4	70.0	71.6	71.9	75.2	69.5	70.9	71.7	72.1	73.0	+0.88	(+1.2%)	Takashimaya
NM	NM	64.5	68.1	70.4	68.6	75.1	68.0	67.0	69.1	71.7	72.6	+0.89	(+1.2%)	Metro
68.4	67.2	65.3	67.0	72.0	69.7	75.0	69.4	69.4	71.2	72.1	72.3	+0.17	(+0.2%)	Robinsons
NM	67.0	65.0	67.0	70.6	68.5	76.2	69.7	70.8	71.0	70.9	72.0	+1.12	(+1.6%)	Isetan
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	71.2	71.5	+0.33	(+0.5%)	BHG
NM	NM	65.5	70.2	71.8	71.9	75.8	67.9	67.3	68.6	70.1	71.3	+1.18	(+1.7%)	Tangs
NM	NM	62.9	67.0	66.4	69.3	70.7	66.7	69.4	NM	69.2	69.6	+0.41	(+0.6%)	OG
67.5	65.7	64.4	64.6	68.3	67.0	73.0	66.0	65.8	67.5	70.3	70.4	+0.07	(+0.1%)	Other department stores
66.6	63.3	64.1	65.4	67.9	67.9	70.0	71.1	70.6	71.5	72.4	72.9	+0.53	(+0.7%)	Supermarkets (Sub-sector)
68.9	64.6	64.7	65.4	66.3	68.5	71.4	70.9	70.7	71.7	73.1	73.6	+0.52	(+0.7%)	NTUC FairPrice
NM	64.0	63.8	65.8	68.0	67.0	66.8	71.6	69.4	71.9	72.4	73.1	+0.76	(+1.0%)	Sheng Siong
67.3	63.9	64.4	67.1	69.0	67.9	69.5	71.7	71.6	72.5	72.3	72.7	+0.42	(+0.6%)	Cold Storage
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	71.6	71.9	+0.36	(+0.5%)	Giant
65.3	59.9	63.7	64.9	68.1	65.5	66.3	69.2	67.3	67.6	70.0	70.7	+0.63	(+0.9%)	Other supermarkets
68.7	67.2	66.1	66.4	68.5	70.0	71.5	69.2	69.3	71.9	72.5	72.8	+0.22	(+0.3%)	Fashion Apparels (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	75.5	76.0	+0.57	(+0.8%)	Zara
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	75.4	+1.80	(+2.4%)	Adidas
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.5	72.4	74.9	+2.43	(+3.4%)	Uniqlo
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	71.1	74.2	+3.02	(+4.3%)	H&M
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	73.6	+1.57	(+2.2%)	Esprit
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.1	72.9	73.6	+0.66	(+0.9%)	G2000
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.8	73.2	71.7	−1.54	(−2.1%)	Bossini
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	71.7	71.4	−0.33	(−0.5%)	Giordano
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.0	71.2	71.2	+0.07	(+0.1%)	Hang Ten
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.9	70.1	−1.80	(−2.5%)	Cotton On
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.7	72.0	−0.65	(−0.9%)	Other fashion apparels stores
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	71.4	72.0	+0.52	(+0.7%)	e-Commerce (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	73.7	74.2	+0.47	(+0.6%)	Zalora
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	73.1	73.7	+0.65	(+0.9%)	Fave
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.6	72.6	73.4	+0.78	(+1.1%)	Ebay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	71.7	72.1	+0.41	(+0.6%)	Taobao/Tmall
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.3	71.5	72.1	+0.54	(+0.8%)	Qoo10
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	71.4	71.4	−0.03	(−0.0%)	Carousell
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	70.0	71.2	+1.22	(+1.7%)	Amazon
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	69.2	69.8	+0.59	(+0.8%)	Other e-Commerce
67.4	67.2	66.4	64.4	64.3	65.9	67.7	66.8	67.4	68.5	69.6	70.4	+0.80	(+1.1%)	INFO-COMMUNICATIONS (Sector)
NM	67.5	66.6	64.7	64.5	66.3	67.7	67.2	68.4	69.2	70.2	71.1	+0.83	(+1.2%)	Mobile Telecom (Sub-sector)
68.2	66.8	66.3	63.5	64.5	65.6	69.3	68.1	69.4	72.0	73.0	74.1	+1.10	(+1.5%)	Singtel
67.4	69.1	68.0	65.7	64.1	66.6	66.8	67.2	69.0	67.5	69.4	69.4	+0.13	(+0.2%)	StarHub
66.5	66.0	64.8	65.7	65.3	68.0	64.3	64.4	63.9	65.0	66.6	67.9	+1.36	(+2.0%)	M1
NM	65.7	65.2	63.6	62.9	64.2	67.5	65.3	64.9	67.0	68.2	68.9	+0.72	(+1.1%)	Broadband (Sub-sector)
66.6	65.3	60.3	65.6	63.7	63.9	64.3	66.2	66.2	67.5	68.2	69.4	+1.24	(+1.8%)	M1
66.8	65.3	66.1	63.8	63.7	64.4	67.5	65.8	66.9	67.0	68.2	68.9	+0.73	(+1.1%)	StarHub
67.6	66.1	65.1	63.1	62.2	64.0	67.7	65.1	64.1	66.9	68.0	68.7	+0.62	(+0.9%)	Singtel
NM	NM	NM	NM	NM	NM	NM	66.5	65.1	66.6	67.4	68.1	+0.70	(+1.0%)	PayTV (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	67.0	66.6	67.7	67.6	68.8	+1.23	(+1.8%)	StarHub
NM	NM	NM	NM	NM	NM	NM	65.0	64.4	65.8	66.9	67.3	+0.37	(+0.6%)	Singtel
NM	NM	NM	NM	NM	NM	NM	61.5	59.6	69.6	70.3	71.7	+1.37	(+1.9%)	Wireless@SG (Sub-sector)

NM Not Measured
NA Not Appilcable

Customer Satisfaction scores are based on a 0 to 100 scale.

Note: Groupon is now known as Fave