

# Proven in service response & repair

## md buyline

Data from MD Buyline's User Satisfaction ratings ranked Fujifilm as #1 in service response time and service repair, **trending 6 consecutive quarters**: Q3 & Q4 2018 and Q1-Q4 2019.\*

### Q4 2019 User Satisfaction Ratings - Endoscopic Video System / Scope

Ratings are based on a 1-10 scale with 5 being average and 10 being excellent

	System Performance	System Reliability	Installation / Implementation	Applications Training	Service Response Time	Service Repair Quality	Composite Rating
<b>ARTHREX</b>	9.0✓	9.0✓	8.5	8.1	8.3	8.3	8.5
<b>ConMed Linvatec</b>	8.6✗	8.7✗	8.7	8.5	8.5	8.5	8.6
<b>FujiFilm Endoscopy</b>	8.9	8.9	8.8	8.8	9.0✓	9.0✓	8.9✓
<b>Karl Storz</b>	8.8	8.8	8.8	8.8	8.7	8.8	8.8
<b>Olympus</b>	9.0✓	8.8	9.0✓	8.9✓	8.4	8.5	8.8
<b>Pentax Medical</b>	8.6✗	8.7✗	7.9✗	7.8✗	8.1✗	8.2✗	8.2✗
<b>Stryker</b>	9.0✓	9.0✓	8.9	8.2	8.6	8.8	8.8

✓ represents the highest rating in a category ✗ represents the lowest rating in a category

\* Due to COVID-19, MD Buyline has paused its quarterly rankings since Q1 2020.