

FT Rank	Fortune 500 Rank (2002)	Company	URL	Technical Quality Index max	Index max = 100 (40% of Final Score)	Time to Reply days	Time to reply hours	Time to Reply min	Index max = 100 (20% of Final Score)	Email Reply Status	Score max = 100 (40% TQ + 40% Usability + 20%)
1	43	UNITED PARCEL SERVICE	http://www.ups.com	93.32	81.54	3	1	41	87.72	Replied	87.49
2	146	ANTHEM	http://www.anthem.com	86.66	79.23	0	3	55	99.35	Replied	86.22
3	110	3M	http://www.mmm.com	94.83	76.15	2	20	55	88.51	Replied	86.10
4	58	INTEL	http://www.intel.com	81.33	83.46	0	0	3	99.99	Replied	85.92
5	7	CHEVRONTEXACO	http://www.chevrontexaco.com	91.59	77.31	2	22	34	88.24	Replied	85.21
6	3	EXXON MOBIL	http://www.exxonmobil.com	88.81	74.62	2	2	36	91.57	Replied	83.68
7	118	DUKE ENERGY	http://www.duke-energy.com	98.30	84.62	12	1	33	51.74	Replied	83.52
8	80	ELECTRONIC DATA SYSTEMS	http://www.eds.com	79.93	83.46	2	23	19	88.11	Replied	82.98
9	133	CENDANT	http://www.cendant.com	88.64	75.77	3	19	12	84.80	Replied	82.73
10	13	HOME DEPOT	http://www.homedepot.com	85.35	71.92	0	6	2	98.99	Replied	82.71
11	124	MCDONALD'S	http://www.mcdonalds.com	87.16	73.08	2	14	36	89.57	Replied	82.01
12	136	TENET HEALTHCARE	http://www.tenethealth.com	82.49	72.69	0	2	31	99.58	Replied	81.99
13	54	SPRINT	http://www.sprint.com	76.78	77.69	0	0	22	99.94	Replied	81.78
14	122	FEDERATED DEPARTMENT STORES	http://www.fds.com	82.80	75.00	1	23	22	92.10	Replied	81.54
15	130	GAP	http://www.gapinc.com	69.62	83.08	0	0	11	99.97	Replied	81.07
16	6	CITIGROUP	http://www.citigroup.com	94.23	66.15	4	1	36	83.73	Replied	80.90
17	145	DELTA AIR LINES	http://www.delta.com	85.26	76.92	6	17	36	73.07	Replied	79.49
18	74	GEORGIA-PACIFIC	http://www.gp.com	83.44	70.77	3	1	13	87.80	Replied	79.24
19	8	INTERNATIONAL BUSINESS MACHINES	http://www.ibm.com	72.44	75.77	0	9	53	98.35	Replied	78.95
20	44	ALLSTATE	http://www.allstate.com	76.49	73.08	2	0	48	91.86	Replied	78.20
21	59	MOTOROLA	http://www.motorola.com	76.26	79.23	5	0	51	79.86	Replied	78.17
22	121	QWEST COMMUNICATIONS	http://www.qwest.com	84.06	73.46	6	6	25	74.93	Replied	78.00
23	70	WACHOVIA CORP	http://www.wachovia.com	76.76	71.08	2	16	59	89.17	Replied	76.97
24	120	AMERICAN ELECTRIC POWER	http://www.aep.com	72.66	77.31	4	1	44	83.71	Replied	76.73
25	141	LUCENT TECHNOLOGIES	http://www.lucent.com	85.02	75.38	10	20	42	56.55	Replied	75.47
26	63	UNITEDHEALTH GROUP	http://www.unitedhealthgroup.com	76.47	62.31	0	2	37	99.56	Replied	75.42
27	56	LOCKHEED MARTIN	http://www.lockheedmartin.com	77.49	66.15	2	17	25	89.10	Replied	75.28
28	5	GENERAL ELECTRIC	http://www.ge.com	63.14	81.54	3	8	31	86.58	Replied	75.19
29	2	GENERAL MOTORS	http://www.gm.com	56.94	81.54	0	6	45	98.87	Replied	75.16
30	34	JOHNSON & JOHNSON	http://www.jnj.com	68.67	69.23	0	2	53	99.52	Replied	75.07

31	16	FANNIE MAE	http://www.fanniemae.com	92.19	83.85	20	3	7	19.48	Replied	74.31
32	57	PRUDENTIAL FINANCIAL	http://www.prudential.com	89.77	66.54	10	19	37	56.73	Replied	73.87
33	46	WELLS FARGO	http://www.wellsfargo.com	72.35	68.08	2	23	41	88.05	Replied	73.78
34	83	FEDEX	http://www.fedex.com	92.34	75.77	17	3	3	31.49	Replied	73.54
35	94	WASHINGTON MUTUAL	http://www.wamu.com	54.13	78.46	0	2	47	99.54	Replied	72.94
36	76	INGRAM MICRO	http://www.ingrammicro.com	94.00	63.85	13	3	28	47.42	Replied	72.62
37	101	SARA LEE	http://www.saralee.com	78.15	60.77	4	7	47	82.70	Replied	72.11
38	78	HONEYWELL INTERNATIONAL	http://www.honeywell.com	52.04	77.69	0	2	0	99.67	Replied	71.83
39	139	GOODYEAR TIRE & RUBBER	http://www.goodyear.com	77.09	57.69	3	3	15	87.46	Replied	71.41
40	61	WALT DISNEY	http://www.disney.com	80.15	54.62	3	6	42	86.88	Replied	71.28
41	52	MARATHON OIL	http://www.marathon.com	54.40	79.23	2	19	5	88.82	Replied	71.21
42	23	BANK OF AMERICA CORP	http://www.bankofamerica.com	63.69	61.92	0	4	34	99.24	Replied	70.09
43	88	AETNA	http://www.aetna.com	60.48	75.77	7	1	38	71.73	Replied	68.85
44	49	UNITED TECHNOLOGIES	http://www.utc.com	60.52	72.31	5	19	50	76.69	Replied	68.47
45	20	MCKESSON	http://www.mckesson.com	93.86	77.31				0.00	Failed	68.47
46	62	PEPSICO	http://www.pepsico.com	94.49	76.54				0.00	No Reply	68.41
47	69	AMERICAN EXPRESS	http://www.americanexpress.com	65.46	76.92	10	20	16	56.62	Replied	68.28
48	93	AUTONATION	http://www.autonation.com	94.87	75.38				0.00	Forwarded	68.10
49	142	ANHEUSER-BUSCH	http://www.anheuser-busch.com	66.46	55.77	1	5	31	95.08	Replied	67.91
50	90	HCA	http://www.hcahealthcare.com	63.01	77.69	10	23	40	56.05	Replied	67.49
51	27	SBC COMMUNICATIONS	: http://www.sbc.com	62.26	62.31	3	0	39	87.89	Replied	67.41
52	86	JOHNSON CONTROLS	http://www.johnsoncontrols.com	51.58	74.23	3	19	14	84.79	Replied	67.28
53	77	BELLSOUTH	http://www.bellsouth.com	52.54	73.46	4	1	37	83.73	Replied	67.14
54	115	FLEETBOSTON FINANCIAL	http://www.fleetboston.com	87.50	78.85				0.00	No Reply	66.54
55	64	INTERNATIONAL PAPER	http://www.ipaper.com	67.82	72.69	12	3	18	51.45	Replied	66.49
56	134	TXU	http://www.txucorp.com	83.62	70.77	19	3	45	23.37	Replied	66.43
57	75	GOLDMAN SACHS GROUP	http://www.gs.com	40.62	75.00	0	0	14	99.96	Replied	66.24
58	29	AOL TIME WARNER	http://www.aoltimewarner.com	47.01	73.85	2	20	20	88.61	Replied	66.06
59	135	DEERE	http://www.deere.com	70.46	63.85	10	1	44	59.71	Replied	65.66
60	68	CVS	http://www.cvs.com	84.86	76.92				0.00	No Reply	64.71
61	53	DELPHI	http://www.delphi.com	87.80	73.46				0.00	No Reply	64.50
62	48	MERILL LYNCH	http://www.ml.com	41.52	73.46	2	5	41	91.05	Replied	64.20
63	111	NATIONWIDE	http://www.nationwide.com	63.99	70.00	11	21	30	52.42	Replied	64.08
64	19	CARDINAL HEALTH	http://www.cardinal.com	96.43	63.46				0.00	No Reply	63.96
65	31	PROCTER & GAMBLE	http://www.pg.com	64.91	72.69	14	1	2	43.83	Replied	63.81

66	100	ABBOTT LABORATORIES	http://www.abbott.com	86.84	72.38				0.00	Forwarded	63.69
67	11	ALTRIA GROUP	http://www.altria.com	87.89	71.15				0.00	notification	63.62
68	149	WINN-DIXIE STORES	http://www.winn-dixie.com	75.06	55.00	10	16	34	57.24	Replied	63.47
69	96	WEYERHAEUSER	http://www.weyerhaeuser.com	90.60	68.08				0.00	No Reply	63.47
70	117	TECH DATA	http://www.techdata.com	88.02	69.62				0.00	Forwarded	63.05
71	95	CISCO SYSTEMS	http://www.cisco.com	52.13	81.15	12	22	27	48.26	Replied	62.96
72	12	CONOCOPHILLIPS	http://www.conocophillips.com	88.80	67.69				0.00	No Reply	62.60
73	123	U.S. BANCORP	http://www.usbank.com	78.24	78.08				0.00	No Reply	62.53
74	92	COCA-COLA	http://www.coca-cola.com	85.33	70.77				0.00	No reply	62.44
75	45	WALGREEN	http://www.walgreens.com	87.36	68.46				0.00	No Reply	62.33
76	128	WYETH	http://www.wyeth.com	87.14	68.46				0.00	No Reply	62.24
77	36	DELL COMPUTER	http://www.dell.com	88.25	67.31				0.00	No Reply	62.22
78	1	WAL-MART STORES	http://www.walmart.com	86.19	69.23				0.00	No Reply	62.17
79	60	LOWE'S	http://www.lowes.com	91.74	63.46				0.00	No Reply	62.08
80	51	DOW CHEMICAL	http://www.dow.com	82.75	72.31				0.00	No Reply	62.02
81	47	MICROSOFT	http://www.microsoft.com	71.47	82.69				0.00	No Reply	61.67
82	42	J.C. PENNEY	http://www.jcpenney.net	58.38	49.23	2	5	17	91.12	Replied	61.27
83	30	SEARS ROEBUCK	http://www.sears.com	83.91	69.23				0.00	No Reply	61.26
84	38	METLIFE	http://www.metlife.com	97.72	55.38				0.00	No Reply	61.24
85	67	DUPONT	http://www.dupont.com	79.58	73.46				0.00	No Reply	61.22
86	26	J.P. MORGAN CHASE & CO.	http://www.jpmorganchase.com	95.94	56.54				0.00	No Reply	60.99
87	97	VISTEON	http://www.visteon.com	84.08	67.69				0.00	No Reply	60.71
88	82	ALCOA	http://www.alcoa.com	75.86	75.77				0.00	No Reply	60.65
89	104	AMR	http://www.amrcorp.com	59.52	68.08	13		10	47.97	Replied	60.63
90	126	EXELON	http://www.exeloncorp.com	67.17	59.62	13	2	0	47.67	Replied	60.25
91	41	SAFEWAY	http://www.safeway.com	88.33	60.77				0.00	notification	59.64
92	50	CONAGRA FOODS	http://www.conagra.com	82.49	66.54				0.00	No Reply	59.61
93	112	PUBLIX SUPER MARKETS	http://www.publix.com	88.53	29.23	10	3	12	59.46	Replied	59.00
94	72	TYSON FOODS	http://www.tyson.com	44.56	60.77	4	0	5	83.99	Replied	58.93
95	25	TARGET	http://www.target.com	72.07	75.00				0.00	Failed	58.83
96	113	NORTHWESTERN MUTUAL	http://www.northwesternmutual.com	98.21	48.85				0.00	No Reply	58.82
97	32	FREDDIE MAC	http://www.freddiemac.com	82.29	64.62				0.00	notification	58.76
98	107	LOEWS	http://www.loews.com	94.00	52.69				0.00	No Reply	58.68
99	103	WELLPOINT HEALTH NETWORKS	http://www.wellpoint.com	71.63	75.00				0.00	No Reply	58.65
100	89	TIAA-CREF	http://www.tiaa-cref.org	59.02	38.85	0	16	21	97.27	Replied	58.60

101	79	BANK ONE CORP	http://www.bankone.com	87.04	59.23				0.00	No Reply	58.51
102	55	VALERO ENERGY	http://www.valero.com	36.35	63.46	2	17	41	89.05	Replied	57.73
103	40	MORGAN STANLEY	http://www.morganstanley.com	80.78	62.69				0.00	No Reply	57.39
104	99	NORTHROP GRUMMAN	http://www.northropgrumman.com	67.00	76.15				0.00	Forwarded	57.26
105	22	AT&T	http://www.att.com	20.09	78.08	2	18	47	88.87	Replied	57.04
106	9	AMERICAN INTERNATIONAL GROUP	http://www.aig.com	88.10	53.46				0.00	No Reply	56.62
107	127	HOUSEHOLD INTERNATIONAL	http://www.household.com	41.87	55.38	2	20	42	88.55	Replied	56.61
108	153	HALLIBURTON	www.halliburton.com	64.49	76.92				0.00	Forwarded	56.57
109	66	VIACOM	http://www.viacom.com	89.80	50.38				0.00	No Reply	56.07
110	143	KIMBERLY-CLARK	http://www.kimberly-clark.com/	58.31	80.00				0.00	No Reply	55.32
111	39	KMART	http://www.bluelight.com	87.00	49.62				0.00	No Reply	54.65
112	37	PFIZER	http://www.pfizer.com	39.10	69.23	11	0	22	55.94	Replied	54.52
113	73	SYSCO	http://www.sysco.com	68.87	66.15				0.00	No Reply	54.01
114	105	RAYTHEON	http://www.raytheon.com	65.07	69.62				0.00	No Reply	53.87
115	35	ALBERTSON'S	http://www.albertsons.com	78.96	55.38				0.00	No Reply	53.74
116	14	HEWLETT-PACKARD	http://www.hp.com	70.85	63.46				0.00	No Reply	53.73
117	125	RITE AID	http://www.riteaid.com	39.71	70.38	13	2	43	47.54	Replied	53.55
118	84	MASS. MUTUAL LIFE INSURANCE	http://www.massmutual.com	95.69	38.08				0.00	No Reply	53.50
119	148	ADVANCEPCS	http://www.advancepcs.com	62.40	70.77				0.00	Failed	53.27
120	148	ADVANCEPCS	http://www.advancepcs.com	62.40	70.77				0.00	Delayed	53.27
121	87	CIGNA	http://www.cigna.com	89.21	43.85				0.00	non-delivery	53.22
122	65	NEW YORK LIFE INSURANCE	http://www.newyorklife.com	97.39	35.38				0.00	Out of Office	53.11
123	98	BRISTOL-MYERS SQUIBB	http://www.bms.com	83.39	49.23				0.00	No Reply	53.05
124	129	LIBERTY MUTUAL INSURANCE GROUP	http://www.libertymutual.com	91.97	36.92				0.00	No Reply	51.56
125	144	MAY DEPARTMENT STORES	http://www.maycompany.com	65.76	63.08				0.00	No Reply	51.54
126	154	SUNOCO	www.sunoil.com	57.68	71.15				0.00	Forwarded	51.53
127	109	LEHMAN BROTHERS HOLDINGS	http://www.lehman.com	53.33	60.00	17	20	20	28.61	Replied	51.05
128	147	EXPRESS SCRIPTS	http://www.express-scripts.com	20.95	63.85	3	17	55	85.01	Replied	50.92
129	152	EL PASO	www.elpaso.com	22.21	76.92	11	1	39	55.72	Replied	50.80
130	85	CATERPILLAR	http://www.cat.com/	66.88	59.23				0.00	No Reply	50.44
131	10	VERIZON COMMUNICATIONS	http://www.verizon.com	40.35	85.00				0.00	No Reply	50.14
132	17	MERCK	http://www.merck.com	45.60	78.85				0.00	No Reply	49.78
133	15	BOEING	http://www.boeing.com	61.35	62.31				0.00	No Reply	49.46
134	150	EASTMAN KODAK	http://www.kodak.com	45.52	74.62				0.00	No Reply	48.05
135	119	AT&T WIRELESS SERVICES	http://www.attws.com	78.44	41.15				0.00	No Reply	47.84

136	21	STATE FARM INSURANCE	http://www.statefarm.com	83.36	36.15				0.00	No Reply	47.80
137	81	SUPERVALU	http://www.supervalu.com	55.83	61.92				0.00	No Reply	47.10
138	18	KROGER	http://www.kroger.com	69.25	48.46				0.00	No Reply	47.08
139	28	BERKSHIRE HATHAWAY	http://www.berkshirehathaway.com	87.67	29.62				0.00	No Reply	46.92
140	28	BERKSHIRE HATHAWAY	http://www.berkshirehathaway.com	87.67	29.62				0.00	No Reply	46.92
141	114	HARTFORD FINANCIAL SERVICES	http://www.thehartford.com	54.28	60.77				0.00	No Reply	46.02
142	131	LEAR	http://www.lear.com	45.59	67.31				0.00	No Reply	45.16
143	108	COCA-COLA ENTERPRISES	http://www.cokecce.com	52.00	58.08				0.00	No Reply	44.03
144	137	GENERAL DYNAMICS	http://www.gd.com	28.72	76.92				0.00	No Reply	42.26
145	24	AMERISOURCEBERGEN	http://www.amerisourcebergen.net	39.88	65.38				0.00	No Reply	42.11
146	138	EMERSON ELECTRIC	http://www.gotoemerson.com	34.91	64.23				0.00	No Reply	39.66
147	4	FORD MOTOR	http://www.ford.com	23.91	71.15				0.00	No Reply	38.03
148	71	ARCHER DANIELS MIDLAND	http://www.admworld.com	38.32	46.92	20	2	13	19.63	Replied	38.02
149	151	CIRCUIT CITY STORES	http://www.circuitcity.com/	28.33	57.69				0.00	No Reply	34.41
		Means		76.68	72.81				67.44		73.29
	33	COSTCO WHOLESALE	http://www.costco.com		66.54				0.00	No Reply	In complete analysis
	155	SUN MICROSYSTEMS	www.sun.com						0.00	Failed	In complete analysis
	91	BEST BUY	http://www.bestbuy.com		71.15	5	21	33	76.41	Replied	In complete analysis
	116	XEROX	http://www.xerox.com		68.85	0	0	20	99.94	Replied	In complete analysis
	156	UNION PACIFIC	http://www.up.com/			4	0	10	83.97	Replied	In complete analysis
	140	PG&E CORP	http://www.pgecorp.com	23.82	0.00				0.00		Excluded
	132	UAL	http://www.united.com	37.74	0.00	3	19	55	84.68		Excluded
	106	PHARMACIA	http://www.pharmacia.com	39.10	0.00				0.00		Excluded
	102	FLEMING	http://www.fleming.com	73.63	0.00				0.00		Excluded