

Table of Contents

INTRODUCTION	1
About this Report	2
How to Use this Report.....	3
Understanding the Metrics.....	6
EXECUTIVE SUMMARY	10
Respondent Profile	11
Operating Data.....	15
Overall Profitability.....	16
Financial Statements Overview	19
Other Performance Indicators.....	21
DETAILED INFORMATION	24
All Firms and Firms by Number of Employees.....	25
High Profit Firms and Firms by Revenue.....	37
Firms by Revenue Categories and Customer Type.....	49
All Firms and Firms by Census Regions	61
APPENDIX	73
Survey Methodology and Demographics.....	74
Survey Questionnaire	75