

**TABLE 18.9** Ranking Satisfaction Scores in Two Groups

(a) Score	(b) Group	(c) Points
93	D	5
88	D	5
72	D	5
<b>70</b>	<b>N</b>	<b>2</b>
67	D	4
62	D	4
<b>60</b>	<b>N</b>	—
<b>55</b>	<b>N</b>	—
<b>50</b>	<b>N</b>	—
<b>24</b>	<b>N</b>	—

Group satisfaction scores in the two groups are combined and listed in numerical order in column (a). Column (b) lists the group that the scores came from. In column (c) points are assigned whenever a score from one group is ranked higher than a score from the other group.