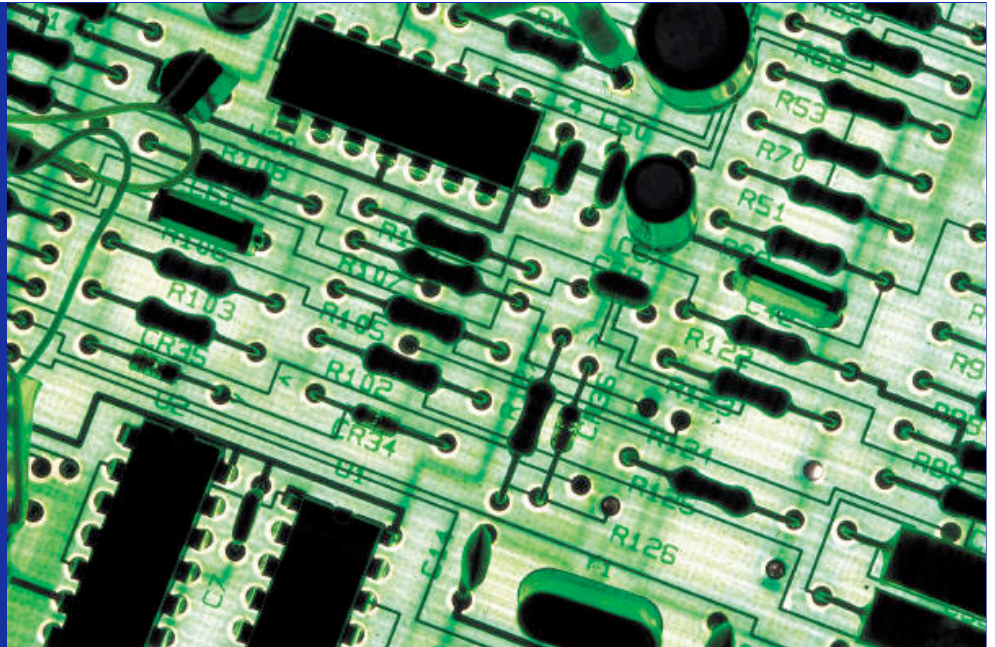


THE  
OFFICE  
PRODUCTS  
ANALYST

OPA



# Kyocera Mita MFPs Rated Most Reliable

Results taken from the Annual Multifunctional Reliability Study conducted by the Office Products Analyst (OPA)

Each year, we conduct a study in which we ask office equipment service managers to rate the monochrome multifunctional products (MFP) their technicians work on in a variety of areas. This year's survey is based on the data compiled from 152 dealer service managers encompassing 46,154 monochrome MFP devices.

The OPA defines an MFP as any platen-based device that can be connected to a personal com-

puter (PC) or local area network (LAN) and which supports at least two of the four traditional office functions (copying, scan-

ings of each device in our sample and created the Table listed in this piece. For the 5th time in 6 years, Kyocera Mita's devices ranked #1 overall in reliability.

We congratulate Kyocera Mita on an outstanding showing in this year's study.

**Table 8 – Equipment Reliability Ratings by Brand**

Universe.....	8.51
Kyocera.....	8.74
Canon.....	8.72
Sharp.....	8.69
Toshiba.....	8.52
Panafax/Panasonic.....	8.51
Konica Minolta.....	8.45
Ricoh Family Group.....	8.23

Source: OPA

*"Ranking highest in product reliability 5 out of the last 6 years, the Kyocera Mita brand has become synonymous with reliability."*

Andy Slawetsky  
President  
Industry Analysts, Inc.

puter (PC) or local area network (LAN) and which supports at least two of the four traditional office functions (copying, scanning, faxing and printing).

We asked Service Managers to rate the reliability of the equipment they work with each day. We then averaged the rat-

QUESTIONS?

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The Office Products Analyst is the longest running, continuously published publication that focuses exclusively on the office automation industry. Published by Industry Analysts, Inc. in Rochester, NY, the OPA conducts thousands of end-user and office equipment dealer surveys each year. Kyocera Mita did not fund this study. There are no license fees or reprint rights associated with this document. The holder may share and distribute freely. The full OPA issue from which this excerpt was derived is available on our website. For more information, contact IA, Inc. at (585) 232-5320.