

The areas with the highest and most constant mean rating (out of 5) are the most notable strengths:

**Safety and Emergency Exits for Evacuation: Performance:** With an overall mean of almost 4.95 (out of 5) and satisfaction rates above 96.8% in every quarter, this is the strongest aspect. **Significance:** This shows that sterilization and cleanliness regulations are strictly followed, which is essential in a dental setting. **Significance:** This provides management and patients with a powerful message of assurance by confirming the efficacy of safety systems, emergency signage, and wheelchair user accessibility.

**Equipment Availability and Sterilization: Performance:** High satisfaction, reaching 98.2% in Q4.2, and an excellent and steady area with a mean of 4.82 (approximate).