

# Problem Identification - By Account Revenue

**Legend**

Totally Dissatisfied ●  
Somewhat Dissatisfied ○



Name	Company	Account Revenue	Overall Satisfaction	Ease of Doing Business	Billing and Invoicing	Pricing	Communication	Customer Impressions	Sales Performance	Delivery	Management Interactions	Ordering	Customer Service
Forster, Alison	Champion Industries	\$3,200,000											
Grimes, Wes	Brown Laboratories	\$2,300,000						●	●				
Thompson, Hugh	Bartell Aviation	\$1,700,000						○	○	○	○		
Jones, John	Jones Bros., Inc.	\$1,200,000		○									
Bellingham, Lorie	Smithson Industries	\$1,115,000											
Porter, Karina	Digital Images Inc.	\$1,107,000											
Murdock, Geoffrey	ARCON Corp.	\$950,000						○					
Bredhurst, Gill	Nova, Inc.	\$815,000		○									
Greene, James	McDowell Manufacturing	\$550,000	○	○	○					○	○		
Barrester, Don	Acton Hardware Corp.	\$540,000											
Kline, David	Liberty & Maller, Inc.	\$510,000											
Maddick, Geno	Maddick Inc.	\$490,000					○	●	○				
Genthe, Justin	Viscal Corp.	\$485,000											
Henson, Leo	Superior Products Corp.	\$260,000		○									
Kelly, Eric	J.M. Morley	\$174,000	○	○	○				○	○	○		
Sullivan, Patrick	West Coast Global	\$165,000			○							○	○
Wentworth, Jason	CWR Products, Inc.	\$150,000									○		
Livingston, Garth	Malther & Co. Inc.	\$132,000											
Blith, Cary	Excel Corporation	\$131,000	○										
Hunell, Noel	TSC, Inc.	\$119,000											
Lombard, Brett	SconeTech, Inc.	\$106,000											
Pastillo, Eddie	Squire Technologies Corp.	\$97,000											
Rauccio, Vince	GSR Corp.	\$93,000											
Casey, Peter	Carbon Tech Industries	\$91,000											
Russell, Tom	Amherst Corporation	\$89,000											
Zeal, Henry	Digital Products, Inc.	\$89,000											
Tinsley, Scott	Delta Labs Inc.	\$86,500										○	
Quinteros, Wayne	OEM Support Group Ltd.	\$86,000					○						
Schmidt, Pete	S&S Supplies	\$82,000											
Brady, Michael	ATW, Inc.	\$81,000											
Lamero, Kevin	Widget Technologies Corp.	\$80,000											
Karwoski, Bill	Dawes Corporation	\$74,000					○						
Dawes, Kristine	PHS, Inc.	\$73,000								○			

Would you prefer to see your results organized by account revenue, sales group, or maybe product line? All respondents, whether 50 or 500, will be listed in whatever manner you need.

Number Somewhat Dissatisfied
Number Totally Dissatisfied
All Others

3	4	2	0	5	1	2	4	1	3	2
0	1	1	0	0	3	2	0	3	0	0
30	28	30	33	28	29	29	29	29	30	31