

## Problem Identification - By Customer

		Overall Satisfaction	Ease of Doing Business	Billing and Invoicing	Pricing	Communication	Customer Impressions	Sales Performance	Delivery	Management Interactions	Ordering	Customer Service
<b>Legend</b>	Totally Dissatisfied ●											
	Somewhat Dissatisfied ○											
		<b>InfoQuest</b> <i>Business Process Review</i>										
Name	Company											
Barrester, Don	Acton Hardware Corp.											
Bellingham, Lorie	Smithson Industries											
Blieth, Cary	Excel Corporation	○				○						
Brady, Michael	ATW, Inc.											
Bredhurst, Gill	Nova, Inc.		○									
Casey, Peter	Carbon Tech Industries					○						
Dawes, Kristine	PHS, Inc.								○			
Forster, Alison	Champion Industries											
Genthe, Justin	Viscal Corp.											
Gieger, David	Gieger Corp.											
Greene, James	McDowell Manufacturing	○	○	●					○	●		
Grimes, Wes	Brown Laboratories						●	●				
Haymond, Luke	Penn-Arcade Corp.										○	
Hennesey, Margaret	Hennesey, Inc.						○	○				
Henson, Leo	Superior Products Corp.		○									
Hunell, Noel	TSC, Inc.											
Jones, John	Jones Bros., Inc.		○									
Karwoski, Bill	Dawes Corporation					○						
Kelly, Eric	J.M. Morley	○	●	○				○	○	○		
Kersey, Ryan	Texas Industries					○						
Kline, David	Liberty & Maller, Inc.											
Lamero, Kevin	Widget Technologies Corp.											
Leonard, Tim	Hays Products	●	●			○						
Livingston, Garth	Malthor & Co.											
Lombard, Brett	SconeTech, Inc.										○	○
Lorden, James	Lorden Corporation											
Maddick, Geno	Maddick Inc.					○	●	○				
Murdock, Geoffrey	ARCON Corp.						○					
Palmer, Jefferson	Palmer Products Inc.					○	○	○		○		○
Pastillo, Eddie	Squire Technologies Corp.											
Payne, Sean	RM Karnes, Inc.											
Porter, Karina	Digital Images Inc.											
Quinteros, Wayne	OEM Support Group Ltd.											
Number Somewhat Dissatisfied		3	4	1	1	7	3	4	3	2	2	2
Number Totally Dissatisfied		1	2	1	0	0	2	1	0	1	0	0
All Others		29	27	31	32	26	28	28	30	30	31	31

Points you in the direction of which customers are dissatisfied, and why, all at a single glance.