

# 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	Malthr & 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													
Raucio, Vince	GSR Corp.	\$93,000													
Casey, Peter	Carbon Tech Industries	\$90,000													
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					○								

For another view of customer problems, we can organize responses by Account Revenue.