



Two hundred and fourteen reviews, sorted by subject

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Reviews are sorted by what they describe, not by their rating.** A rating makes the content disappear into an average that rises or falls without saying why.

Subject described	Reviews	Already measured by the company?
The product itself	81	Yes
The lead time	64	Yes
A precise moment in the journey	41	No
An exchange with a person	28	Partly

The group of 41 is the one missing from the indicators. Nobody measures transition moments in a journey, because they match no department and no existing indicator.

The 41, by named step

Step	Reviews	What customers describe
Handover from order to preparation	29	No information for ~3 days
Ordering	6	The form
Returns	4	The label
Delivery	2	The slot

Twenty-nine customers described a journey defect free of charge, in precise words. No study costs less, and none would have put the question in the right place.

What is lost in an overall rating

What a rating says	What it does not say
The average fell by 0.2	Why
The number of reviews	What they describe
A trend	A precise step to fix

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