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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