

Voice of the Customer Assessment Results

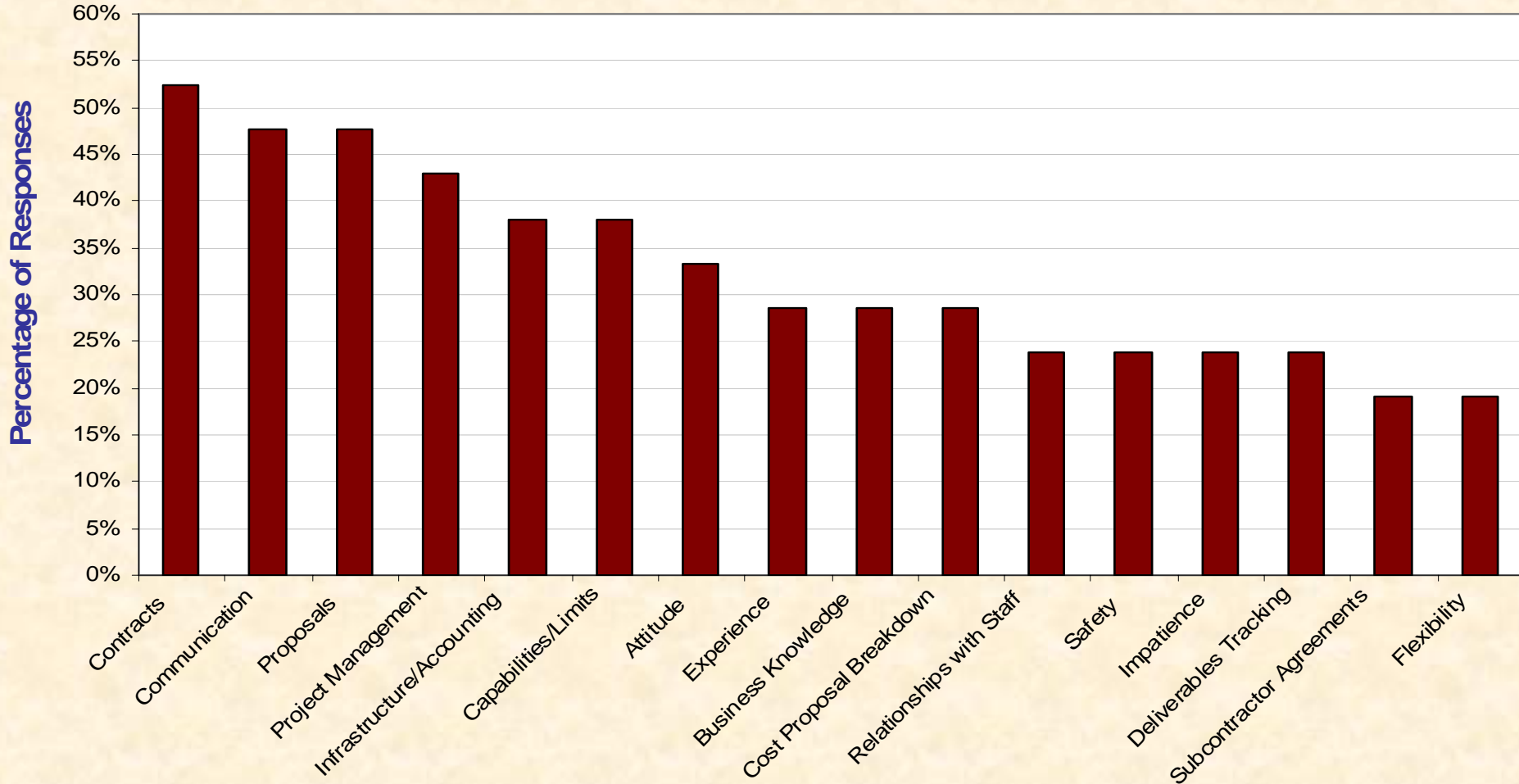
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Voice of the Customer

- **Objective: To identify the challenges ORNL staff face with small businesses that are performing contracts and develop suggestions for improvement**
- **Interviewed more than 20 customers and buyers from various divisions within ORNL for feedback**
- **Determined top challenges based on feedback and suggestions for improvement were given**

Top Challenges Faced by ORNL Staff



Challenges Faced By ORNL Staff

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