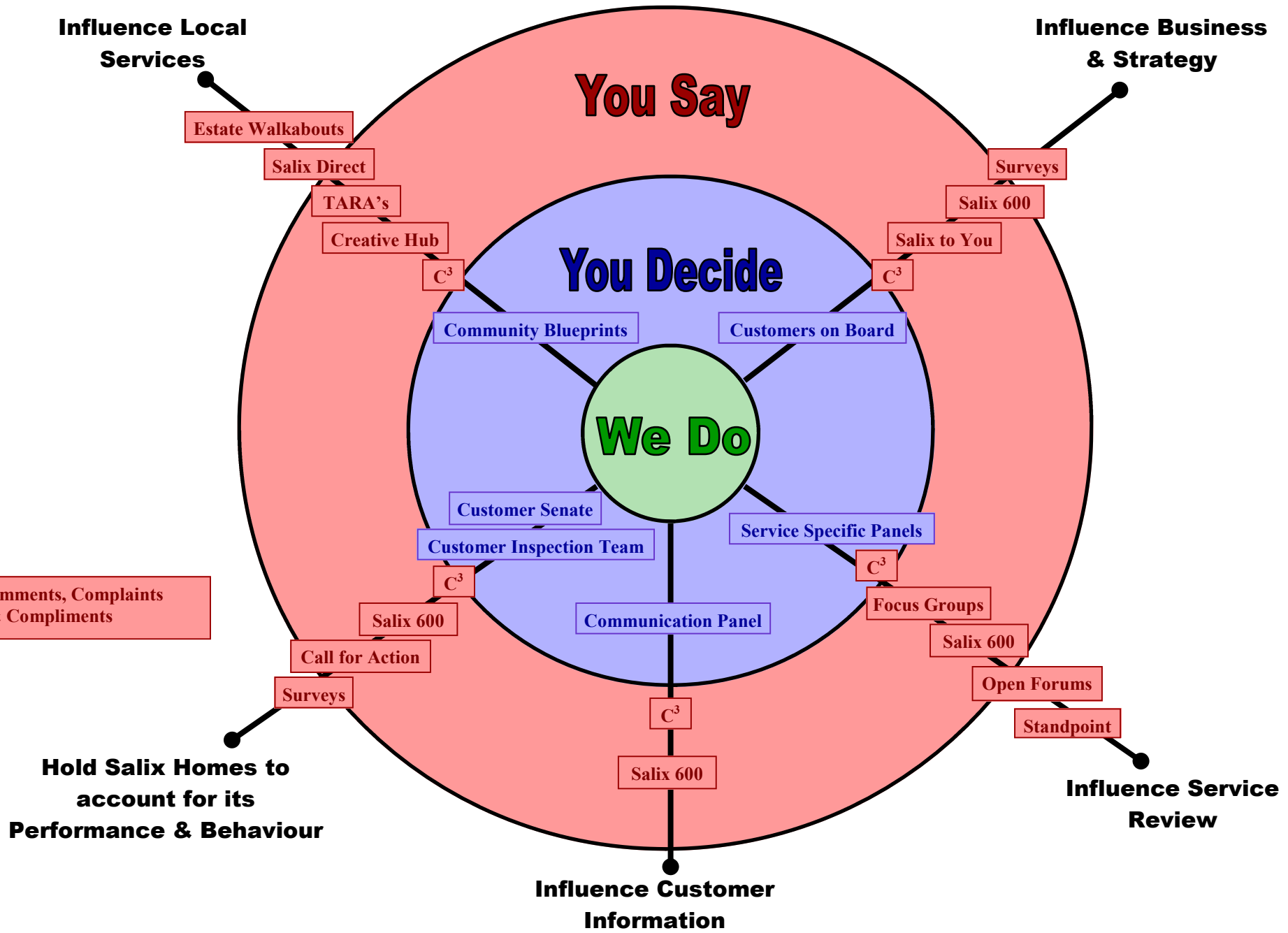


'Count Me In' Wheel of Customer Involvement



C³ = Comments, Complaints & Compliments