Multiple Dimensions of Value Chart

PRODUCT	SERVICE	COMPANY	TERMS	OPERATIONS
Speed	Warranties	Knowledge	Allowances	Throughput
Reliability	Guarantees	Reputation	Credit Policies	Down-time
Packaging	Returns	Experience	Payment Terms	Maintenance
Qualifications	Support	Longevity	Pay Methods	Installation
Compatibility	Spare Parts	Stability	Rebates	Safety
Inventory	Fulfillment	Industry Status	Contracts	User Training
Upgrades	Lead Time	Partnerships	Billing Cycles	Productivity
Usable Life	Locations	EODB	Pay Periods	Integration
Size/Weight	Transport	Resources	Forecasting	Security
Materials	Response Time	Leadership	Consignment	Scalability
Configuration	Prioritization	Capacities	Warranties	Interoperability
Ease-of-Use	User Training	Relationship	Guarantees	Response Time