

Hauser, John R. (1995), "Internal Customers," *Insight*, 4, 1.

Copies of this article were lost when I moved offices. If anyone has an original, I would appreciate them sending me a copy.

For those interested in internal customers, more detailed information is available if you download the above article:

Hauser, John R., Duncan I. Simester, and Birger Wernerfelt (1996), "Internal Customers and Internal Suppliers," *Journal of Marketing Research*, 33, 3, (August), 268-280.