
Customer Review Analysis

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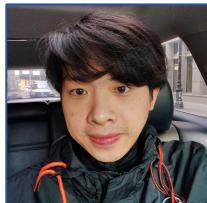
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Objective & Problem Description

- ❖ Utilizing customers' reviews from The Home Depot and Lowe's in the American market, helping understand what people appreciate and/or complain about
- ❖ Provide Corona an idea of what could help with the products and customer satisfaction

Analyzed Products



Mainstream AL,
American Standard
(Lowe's)



Mainstream RD,
American Standard
(Lowe's)



Danville, Project
Source (Lowe's)



Proflush, Project
Source (Lowe's)



Reliant, American Standard
(The Home Depot)



Glacier Bay
(The Home Depot)



Colony, American
Standard (Lowe's)



Saver, American
Standard (Lowe's)

Agenda

- ❖ Web Scraping
- ❖ Data Pre-Processing
- ❖ Data Exploration
- ❖ Frequency Analysis
- ❖ Context Analysis & Text Summarization
- ❖ Sentiment Analysis
 - The Most Appreciated Features On Average By Customers
 - The Features Most Customers Complaint About On Average
- ❖ Summary

Web Scraping

- Understanding the website structure
- Tool: chrome driver
- Finding the pattern of target data
- Scraping the data
 - Could not load 10 more reviews
 - Solution:



A screenshot of a product page for an American Standard Mainstream White Elongated Chair Height 2-piece WaterSense toilet. The page shows a price of \$189.00 and a rating of 4.4 out of 5 stars from 304 reviews. A large blue arrow points to the "Show 10 More" button under the reviews section, which is part of a larger feedback mechanism. The page includes a "Write a Review" button and a "75% Recommend this product" badge. A "Community Q & A" section is also visible. The browser's developer tools are open, showing the underlying HTML code for the page.

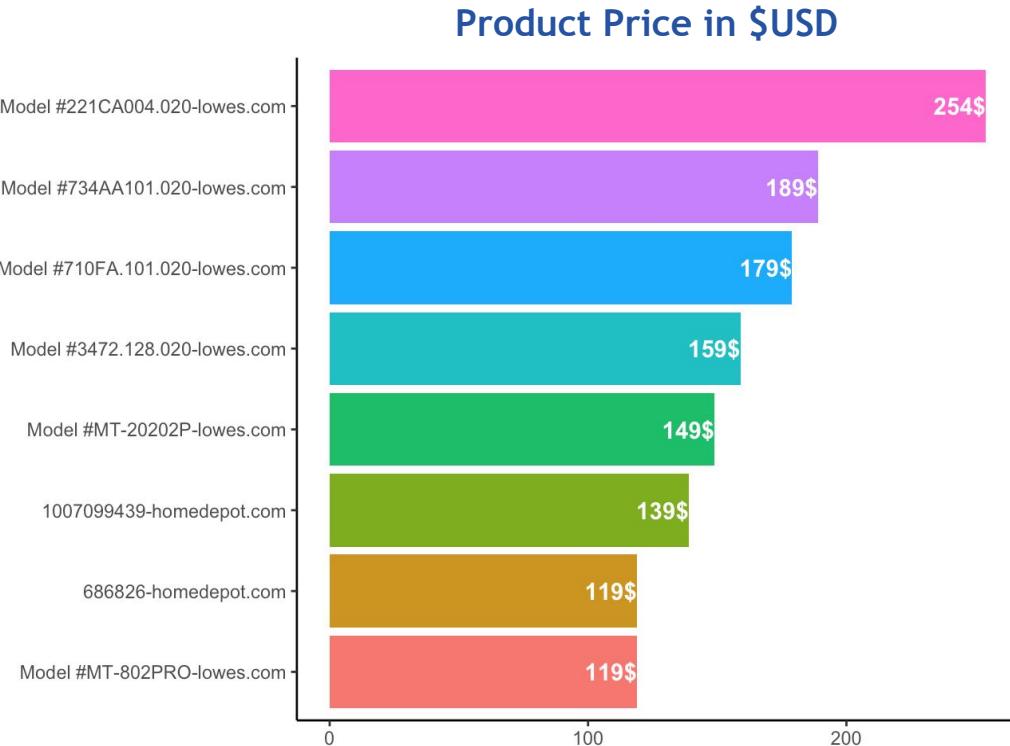
Data Pre-Processing

- 8 csv files ➡ 1 master data
- 13 features/fields
- Focusing on ‘Review’ field
- Total number of reviews analyzed: 2690

Market_place	URL	Product_name	SKU	Price	Currency	Subject	Author	Date	Review	Stars	like	dislike
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	It's a toilet	Megan	11-Dec-21	Inexpensive toilet, seems to w	4	6	2			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	As Advertised	wilson	3-Dec-19	With the mixed reviews I was e	4	41	8			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Nice Toilet	codeman19us	22-Sep-12	After doing research to find th	5	119	15			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Great Value	BadInn	25-Feb-17	I bought two of these to repla	5	136	25			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Great product, great value	Handymanex1	18-Apr-12	I was looking for an ADA height	5	167	23			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Big mistake	patience	4-Oct-14	I like the facts that this toilet u	1	81	19			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	American Standurd	Summer	14-Apr-15	A couple of weeks ago we pick	1	70	12			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Wouldn't Flush Properly	homeguy	4-Apr-15	When flushing, it only filled the	1	28	2			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Piece of junk!	junk	25-Sep-18	I had to replace my older toilet	1	20	6			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Should have bought a cheap oldfart		31-Aug-11	I read all the hype on the box a	3	62	10			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Bought 2 exactly the same.	Mick	8-Jun-13	I bought two Mainstream Whit	1	38	15			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Does what it needs to do	Greg	6-Nov-11	The first time I flushed this aft	5	44	6			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Manufacture Defect	Tony	1-Feb-14	I purchased this toilet to repla	4	27	1			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Does the job	DavidT	25-Dec-11	We were looking for a taller to	5	46	7			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Poor Quality Control	Caver	20-Jun-13	Just installed to replace a low :	3	37	6			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Great value	Xxxxxxxxxx	16-Jan-13	I had a Kohler which broke, so	5	36	8			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Bought 2 toilets at the same Grandpa		14-May-14	These toilets do not flush ever	1	33	1			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	threw my instincts off.. but I rel		20-Apr-12	I had a good rec. on this from	4	33	0			
lowes.com	https://www.lowes.com American Standard Mainstream Model #3472.128.020	159 USD	Not a dual flush but rather a Mila		22-Dec-11	I installed this unit a week ago	2	60	11			

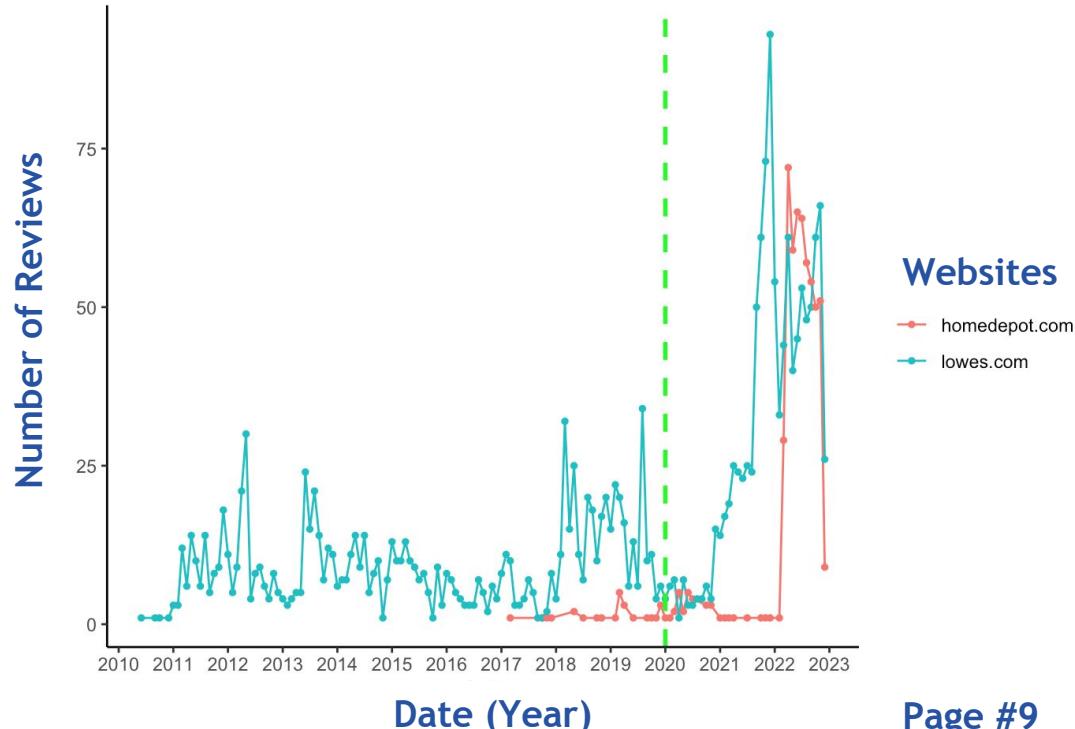
Data Exploration

- 8 different products
- Most of Lowe's products have higher price than Home Depot products
- Price range is from \$119 - \$254 that is **cheap segment** in the market (\$100 - \$5000)



Data Exploration

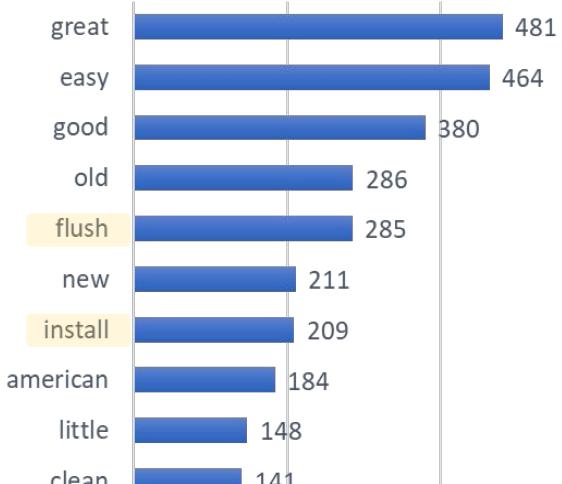
- Number of reviews significantly increased after 2020, the year of Covid-19



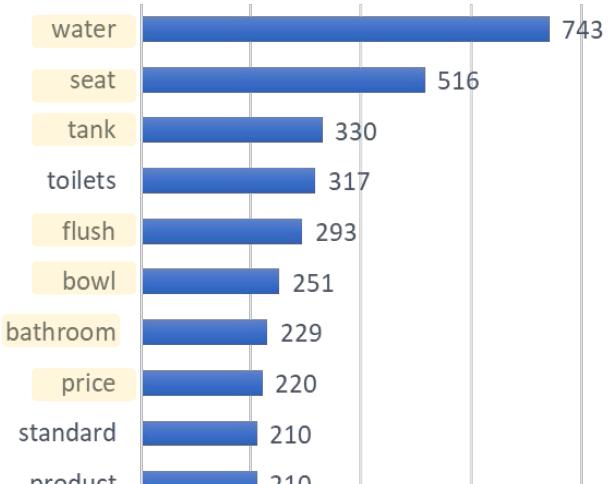
Frequency Analysis



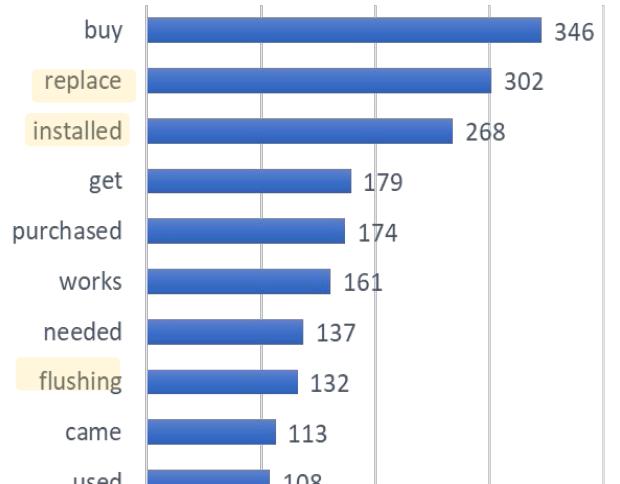
Adjective



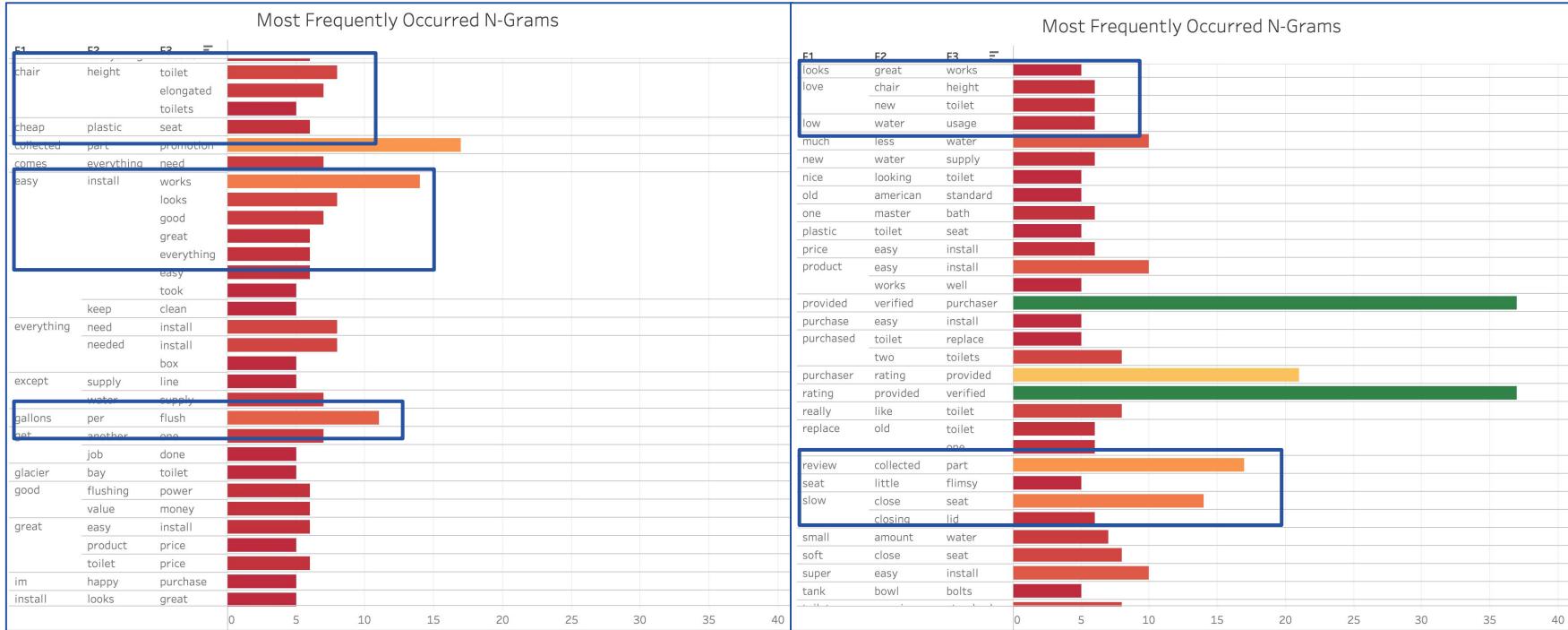
Noun



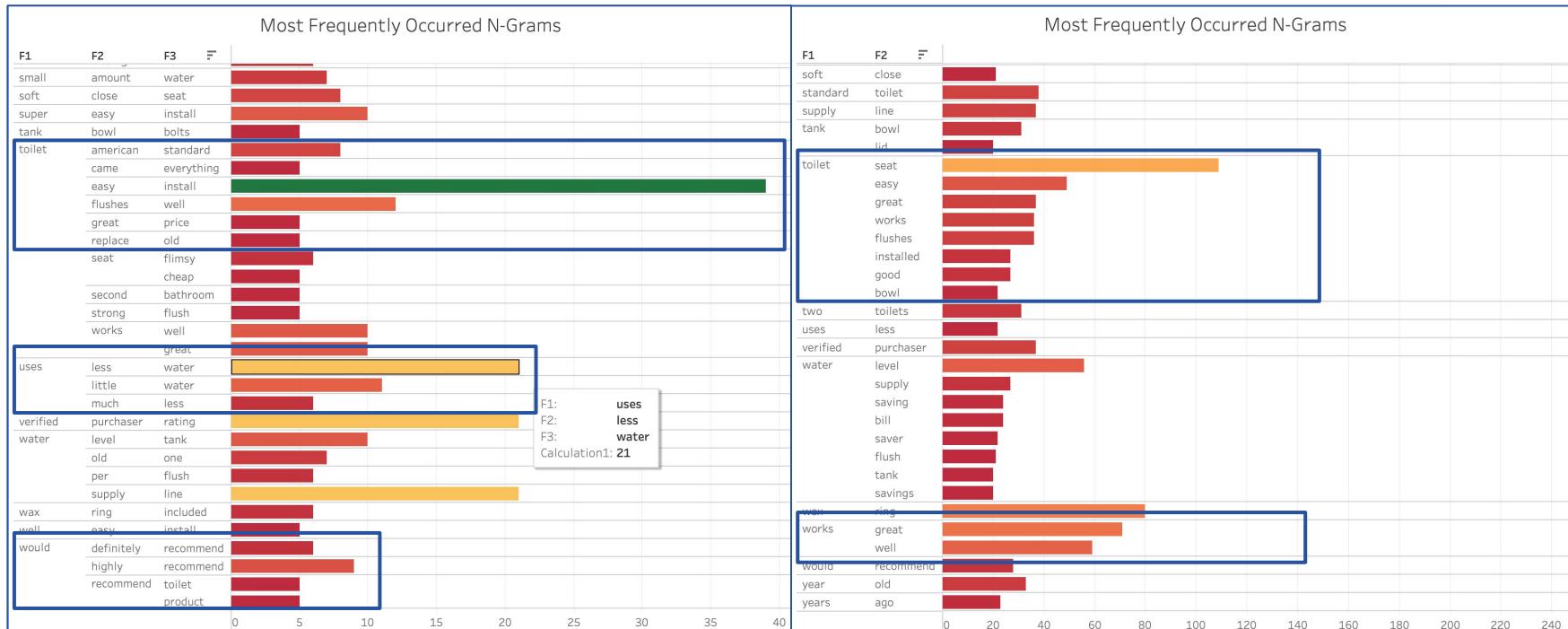
Verb



Tendency of N-Grams To Appear In Customer Reviews



Tendency of N-Grams To Appear In Customer Reviews



Context Analysis

Sample 10 from all the context located for the keywords

```
keyword = "price"  
max_sentence_length = 100  
num_samples = 10
```

It was reasonably priced and seems good quality.
The plastic seat is sufficient but I wouldn't complain at this price.
The price for the round toilet is just \$89.00.
Great toilet for the price!
Very nice and the price was excellent as well!
Easy to install and well worth the great purchase price.
I'm not in the Toto price range on this remodel.
Great price and easy installation.
I bought this because my research showed that American Standard made the best toilet for the price.
Great purchase at a great price.

- TOP words with different types
- Extract the context of keywords
- Summarize the context

By fixed length context

Look, it's priced at the lower end of the spectrum. The bowl and t eat Toilet, Very Good Flushing Power! Not bad for price. Just remodeled o ur bathroom and it looks great a

I know nothing about toilets. Great price, powerful flush wirh less wate r. Im glad I purcha

i like the chair hieght of the toilet also the price is great for the qua lity

great toliet for the price, but didn't like the plastic toilet seat, most li ks great and looks wonderful in my bathroom. Good price too.

Product price was reasonable. Installation was not difficult. O

Excellent fixture for the price. I've purchased this type of toilet befor e for my
or easy diy install, im very happy with it, great price too. Get a better seat and its perfect.

It was easy to install and it works fine and the price was great. I'd buy it again in a heartbeat.

Text Summarization

Sentence
Frequency

Summarizer
Function

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Keyword sample: 'price'

Great product for the price. Great toilet for the price!
Great product for the price. Great price. Great price. Gr
eat price. It flushes great, looks good, easy install and
a super price. Great toilet for the price! Great price. G
reat product for the price.

This is a great toilet for a great price.
Good toilet for the price.
This is a great toilet and the price is real good.
Great toilet for the price!
Bought because it was a good brand at a great price and o
ne was needed.
It was easy to install and it works fine and the price wa
s great.
Great toilet for the price!
For the price it is very good looking toilet.
Great for the price!
The toilet was a great price and good quality!!

Top Insightful Keywords

Install

Water

Seat

Tank

Flush

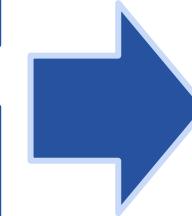
Bowl

Height

Bathroom

Price

Replace



Sentiment Analysis

What is a sentiment analysis?

It is the process of detecting positive or negative sentiment in a text.

Why is it useful?

It is often used by businesses to detect sentiment in social data, gauge brand reputation, and understand customers.

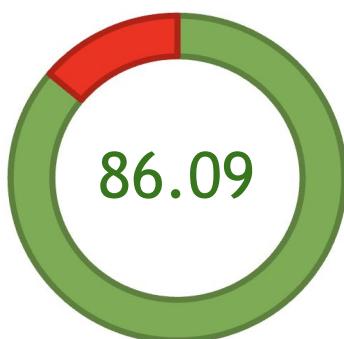


The Most Appreciated Features On Average By Customers

—



“(Toilets) height”



“(Reasonable) price”



“(Easy) install(ation)”



“Flush(ing power)”

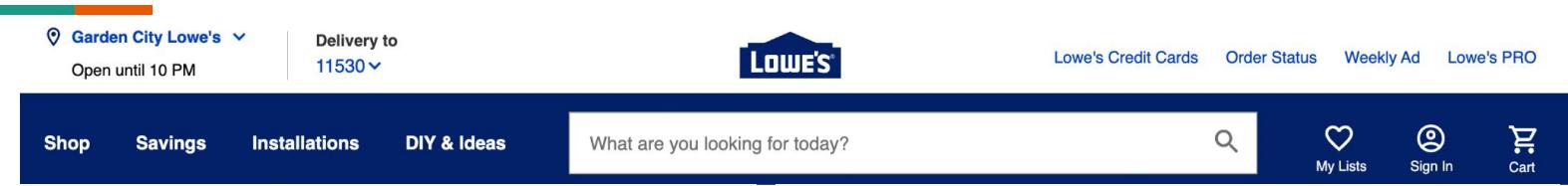


Positive Reviews in %



Negative Reviews in %

Customer Review Examples: “(Toilets) height”



Garden City Lowe's ✓ Delivery to 11530 ✓ Open until 10 PM

Lowe's Credit Cards Order Status Weekly Ad Lowe's PRO

Shop Savings Installations DIY & Ideas

What are you looking for today?

My Lists Sign In Cart

Nice, sits higher than my old one.

★★★★★ ✓ Would Recommend

I like this toilet it is very sleek, saves on water and is taller than my old one which was too low. The bathroom seemed to have been designed for children. It is chair height which is great for older people like myself.

Useful

★★★★★ ✓ Would Recommend

I purchased the toilet for my mom. She thoroughly enjoys it. Especially the height as she is having health issues.

Good deal

★★★★★ ✓ Would Recommend

This toilet seems just fine. The height is good and it flushes quickly and easily.

Looks fantastic

★★★★★ ✓ Would Recommend

I really like the height and look of this item. It's very solidly built with a nice sheen.

This toilet serves as a good value for my money.

★★★★★

The toilet was easy to install after having issues removing the old one. I like the height compared to the old smaller toilet we had.

Nice standard toilet

★★★★★ ✓ Would Recommend

Good height/elongated seat. More compact than a standard toilet. Flushes with much less water, almost perfect

★★★★★ ✓ Would Recommend

The toilet itself is excellent. Great height, pretty quiet operation, and

Great price, ADA compliant

★★★★★ ✓ Would Recommend

Water saver, flush is strong but quiet. This is ADA compliant so the height is just right too.

Customer Review Examples: “(Reasonable) price”

The screenshot shows the Lowe's website interface with a search bar and navigation menu. Below the search bar, there are several customer reviews for a toilet, each with a star rating, a "Would Recommend" badge, and a detailed description.

Great product!
★★★★★ ✓ Would Recommend
Great product! Our older or disabled residents especially appreciate that it sits up higher than a standard toilet making it easier to get on and off of. Great **price** point compared to like products available.

Great toilet
★★★★★
The **price** is great and it is chair height and flushes well. What more can you ask for

For good flush, needs slight modification
★★★★★ ✓ Would Recommend
For the **price** and look I would give this a 5 star however, trying to make it a "watersense" the

Your getting quality for a lower price.
★★★★★ ✓ Would Recommend
I first was attracted to the price and shape of the bowl. Now that they have been installed in my Mobile home (they fit perfect) I'm in Heaven! Wonderful product and **price**.

Can't go wrong!
★★★★★ ✓ Would Recommend
This toilet, for the **price**, is FANTASTIC! It's heavier than the one I replaced. It uses minimal

Super good and cheap toilet! !
★★★★★ ✓ Would Recommend
The function of the toilet is very good, Obviously, it can wash away all solids, and its **price** is far lower than American Standard and Kohler. It has the same quality as American Standard. It is my

Your getting quality for a lower price.
★★★★★ ✓ Would Recommend
I first was attracted to the price and shape of the bowl. Now that they have been installed in my Mobile home (they fit perfect) I'm in Heaven! Wonderful product and **price**.

Basic functional
★★★★★ ✓ Would Recommend
Plain, complete, easy assembly, reasonable **price**, functional.

Customer Review Examples: “(Easy) installation”

The screenshot shows the Lowe's website interface. At the top, there are location and delivery options: "Garden City Lowe's" and "Delivery to 11530". The header includes the Lowe's logo and links for "Lowe's Credit Cards", "Order Status", "Weekly Ad", and "Lowe's PRO". Below the header is a navigation bar with categories: "Shop", "Savings", "Installations", and "DIY & Ideas". A search bar asks "What are you looking for today?" and has a magnifying glass icon. To the right of the search bar are icons for "My Lists", "Sign In", and a shopping cart labeled "Cart".

Great looks and easy to install



✓ Would Recommend

This is really **easy** to install. I replaced a round toilet with this elongated one as kids outgrew the **Great Toilet**



✓ Would Recommend

This is the same toilet that I've previously purchased for my previous 2 homes under the Jacuzzi "lindsay" name. **Easy install**, flushes great,

Great water saver



✓ Would Recommend

Great affordable toilet, **easy to install**. Chair high is great. Uses a lot less water than my old toilet. **great toilet for a great price!**



✓ Would Recommend

Like most Texans, Valentine's day was just a disaster. Pipes busted and toilets were damaged. As soon as stores were open, there were long lines and shelves were empty. Fast forward a week, I had to replace two toilets and luckily I found this gem and it came with everything. When I say **everything**, I mean everything. Wax, bowl internals all came with the toilet and **it was so easy to install**. Directions were easy to read and it took more time hauling the old one out. Definitely a

Toilet



✓ Would Recommend

Nice toilet, inexpensive and chair height. It's very **easy to install**.

Amazing



✓ Would Recommend

I replaced 2 original 23-year-old contractors' toilets that had been repaired several times. For the deductible from home warranty companies, I should have just replaced initially. They are ADA compliant which is huge. The old ones were at a level reserved for children. My recommendation is to just replace your toilet if it develops problems. The price for the round toilet is just \$89.00. I bought the elongated one for \$99.00. My son said the **installation was easy**. Only one flush is

Nice



✓ Would Recommend

The height was good. The toilet was **easy to install**.

Great toilet



✓ Would Recommend

Toilet works great, **easy installation**, everything needed was in the box.

Customer Review Examples: “Flush(ing power)”

The screenshot shows the Lowe's website interface with a search bar at the top asking "What are you looking for today?". Below the search bar are navigation links for Lowe's Credit Cards, Order Status, Weekly Ad, and Lowe's PRO. On the left, there are delivery options for "Garden City Lowe's" and "Delivery to 11530". The main content area displays several customer reviews for a toilet, each with a star rating, a "Would Recommend" button, and a detailed review text.

Wonderful!
★★★★★ Would Recommend
I love this toilet. I know it is only about two inches taller than the old one, but it makes a huge difference for me. It is well made and flushes like a dream. I am very pleased with this purchase.

Good priced
★★★★★ Would Recommend
Easy install. Appears to be a quality toilet for the cost. Like the fact it comes with Fluidmaster parts. Flushing power seems to be good. The

Great Toilet
★★★★★ Would Recommend
This is the same toilet that I've previously purchased for my previous 2 homes under the Jacuzzi "lindsay" name. Easy install, flushes great,

Impressive
★★★★★ Would Recommend
It was easy to put together. It has a powerful flush and it's very quiet.

Great toilet
★★★★★ Would Recommend
Had to replace toilet w/ one that was ADA compliant. The standard toilet was at least 18 years old, still working though, but very low. This one is 16.5 inches tall w/ the seat. It was very easy to install and though we did not really use the instructions, they were pretty good if someone wanted to install it and had little experience. Does not use very much water and flushes very well. I believe the "rough canal" is 2

Good deal
★★★★★ Would Recommend
This toilet seems just fine. The height is good and it flushes quickly and easily.

Very good price compared to other toilets.
★★★★★ Would Recommend
Love the toilet. Height makes a big difference. Very good flushing action.

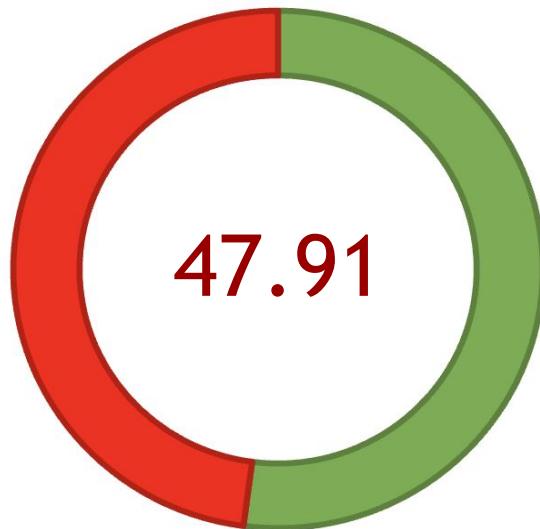
Bad quality control
★★★★★ Would Not Recommend
Not smooth white porcelain around the bowl. Flushes well though.

Good flush, no issues, no slow close seat.
★★★★★ Would Recommend
First, I want to mention I had a *horrible* experience with Lowes Installation services, but my review is for the toilet only. As just mentioned, I paid for Lowes installation and the installer was fine once he showed up. The 'complete toilet in a box' was fine with everything included. I like the extra height (about 1 inch higher than standard) and it is (so far) functioning well after a month of daily use. No leaks or cracks. The plumber had no issues. He recommended a second wax seal which he provided for free stating that the one included was too thin and would not last that long. This toilet has a strong flush and I'm happy to see that the interior fill valve is quiet and has an 'old style'

Insanely easy to Install
★★★★★ Would Recommend
Replacing the 'innards' of my last toilet I must have cracked the tank, as it wouldn't stop leaking. After many failed attempts to fix the leak I broke down and purchased this toilet. Time to remove old toilet and install the new toilet was about 1.5 hours. The majority of that time was removing the old toilet and cleaning up the wax ring and caulk. Installing the new toilet probably only took 20 minutes. Everything in the tank was pre-installed which I LOVED. It took less time to install this then to replace the parts in my old toilet. Flush is very powerful, quiet and short. Would definitely recommend to others.

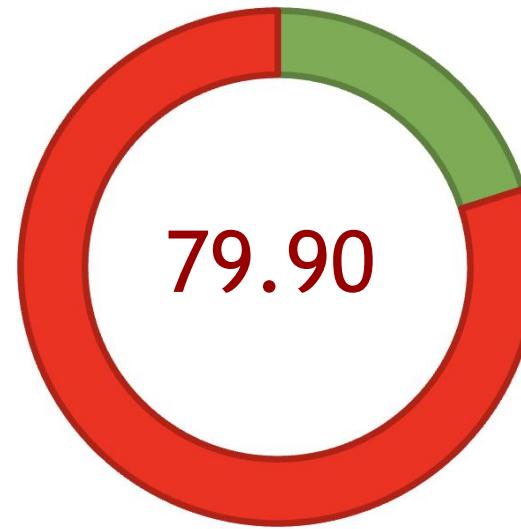
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The Features Most Customers Complaint About On Average



“(Toilet) seat”

■ Positive Reviews in %



“(Toilet) tank ”

■ Negative Reviews in %

Customer Review Examples: “(Toilet) seat”

The screenshot shows the Lowe's website interface with a search bar and navigation menu. Below the header, there are five customer review snippets, each with a title, rating, and a brief description. The reviews mention various issues related to toilet seats.

Shop Savings Installations DIY & Ideas

What are you looking for today?

Garden City Lowe's Delivery to 11530 Open until 10 PM

Lowe's Lowe's Credit Cards Order Status Weekly Ad Lowe's PRO

My Lists **Sign In** **Cart**

good toilet
★★★★★ ✓ Would Recommend
Good flushing toilet. Great proce. Only thing crappy is the cheap **seat** it comes with.

factory defective toilet.
★★★★★ ✗ Would Not Recommend
bought 2 in a row, both defectives, toilet **seat** leak internally and dont hold water level . don recommend.

Great Toilet, cheap **seat**
★★★★★
toilet kit installed quickly and works well with the exception of the toilet **seat** which seems flimsy and always on the move. Love the height of the toilet

Affordable toilet, that works great
★★★★★ ✓ Would Recommend
This toilet looks and works as good as models costing hundreds more. At first I was a bit concerned buying a \$99 product, however, after it was installed, I thought it looked really good. My only complaint has to do with a toilet **seat**. The **seat** included is a thin plastic **seat** which bends and flexes when you sit on the toilet. Lowes sells an inexpensive old wooden style **seat** for \$12. I replaced the **seat** that came with my toilet. Wish the toilet came with the wooden **seat** from getgo.

Pieces might be broken
★★★★★ ✗ Would Not Recommend
The **seat** & close flap was broken at the back where you attach it

You may need to purchase a separate **seat that fits**
★★★★★
The item is attractive; flushes well. However, the **seat** that came with the toilet doesn't fit. When **seated**, the bowl and the **seat** don't line up and, consequently pinch my leg. Hurts.

Good part.
★★★★★ ✓ Would Recommend
The only thing I have to complain about is the **seat** cover, is made with plastic vey thin and bends when i sit on it. I would advise to get a much strong one made of wood. Justin & Rita D.

Excellent performance & easy to install .
★★★★★ ✓ Would Recommend
Incredible price for the performance you get . Only criticism is the positioning of **seat** over the toilet glazed trap.Sometimes a skid mark issue with the certainly powerful flush.

Customer Review Examples: “(Toilet) tank”

The screenshot shows the Lowe's website interface. At the top, there are navigation links for 'Garden City Lowe's' (with a location pin icon), 'Delivery to 11530' (with a dropdown arrow), and 'Open until 10 PM'. The Lowe's logo is in the center. On the right, there are links for 'Lowe's Credit Cards', 'Order Status', 'Weekly Ad', and 'Lowe's PRO'. Below the header, there is a search bar with the placeholder 'What are you looking for today?' and a magnifying glass icon. To the right of the search bar are icons for 'My Lists' (heart), 'Sign In' (user profile), and 'Cart' (shopping cart). The main content area features several customer reviews for a 'Mainstream White 1.28 Toilet'. Each review includes a star rating, a 'Would Recommend' button, and a detailed description of the user's experience.

It's a toilet

★★★★★ ✓ Would Recommend

Inexpensive toilet, seems to work fine. The seat is very uncomfortable however so I will be buying a new soft close seat that is hopefully more comfortable to sit on.. I don't like that the **tank** sits out so far from the wall. Now I have a big gap and have to find something to cover that area because it looks ridiculous.

Not the American Standard from the Past

★★★★★ X Would Not Recommend

This went back the same day. 1) First one purchased, the **tank** was cracked in two places. Lowe's let us get another in its place. 2) Too much gap between the **tank** and the bowl. Also, too much gap between the **tank** and the wall. This was to replace an old American Standard toilet that had a much larger **tank**. I know there are things you can shim it up with in both places, but the **tank** never really seated on the bowl properly and it leaked. We were worried the first time someone leaned against the b...

2nd purchase of a Mainstream Toilet

★★★★★ ✓ Would Recommend

Bought a second one because of the success of the 1st purchase. Everything went fine until it had to be installed. Became a problem as the old toilet had been there for some 30 years plus. Base went on rather easily. It was the water **tank** that became a problem. Would not seat properly and developed "leaks" as it wobbled. Afraid to tighten the bolts too much for fear of cracking the **tank**. Not sure of the problem. Had to use shims to stabilize. Took several tries to get them to stay in place. At l...

Great buy..

★★★★★ ✓ Would Recommend

This toilet was part of a bathroom renovation. My husband picked it because you can find parts for it easily, and it uses less water. When my brother pulled the toilet out of the box, I think he was stunned. The **tank** is pretty small. He installed it with no problems. I bought another toilet seat because of all the comments in reviews here. We all looked at the commode with doubt. It didn't look like it had enough water in it, and it didn't look like the **tank** held enough water for a good flush. N...

Mainstream White 1.28 Toilet

★★★★★ ✓ Would Recommend

Love the water savings. In October 2013, we installed 2 = one in the bathroom we had and another in a new bathroom. We have a water savings of 1/3 our bill! This could be because we may have had a leak prior to the purchase. But wow! Going from \$300+ to under \$200 (3mo billing cycle) is a huge savings especially when you are on a tight budget! However, Jan 31 2014 we noticed the **tank** was cracked = dont know when that happened. Need to replace!!! Never had to do such before.

It's a toilet.

★★★★★ X Would Not Recommend

I took a chance on this toilet because they were sold out of the normal brand I buy for my customers. It goes together easily, but the bolt kit to attach the **tank** to the bowl is VERY INADEQUATE. It leaked around both **tank** bolts. I had to buy a new **tank** bolt kit to solve the problem.

Summary: Key Findings Based On Customer Review Analysis



Appreciated Features



#1



Right height

#3



Easy installation

#2



Reasonable price

#4



Flushing power

Dissatisfied Features



#1



Toilet seat

#2



Toilet tank



Thank you.

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Used Website Sources:

1. <https://www.lowes.com/pd/American-Standard-Mainstream-White-WaterSense-Round-Chair-Height-2-Piece-Toilet-12-in-Rough-In-Size/3286026>
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