

# Journal of Customer Needs and Solutions

## Journal Metrics 2015

### Speed

<b>Days from submission to first decision</b> Number of days from submission of a manuscript to first decision.	<b>44</b>
<b>Days from acceptance to online first publication</b> Number of days from acceptance at publisher to published online.	<b>19</b>

### Usage

<b>Downloads</b> Springer measures the usage on the SpringerLink platform according to the COUNTER (Counting Online Usage of NeTworked Electronic Resources) standards.	<b>18,235</b>
<b>Usage Factor – 2014/2015</b> The Springer Journal Usage Factor 2014/15 was calculated as suggested by the COUNTER Code of Practice for Usage Factors. It is the median value of the number of downloads in 2014/15 for all articles published online in that particular journal during the same time period. The Usage Factor calculation is based on COUNTER-compliant usage data on the SpringerLink platform. (Counting Online Usage of NeTworked Electronic Resources) standards.	<b>377.0</b>