

Purchasing Customer Service Survey

Survey Directions: Please rate your purchasing department's level of customer service. We want and need your input so that we can strive to improve. Then fold and return via campus mail. Thank you for your input.

Respondent is a(n) ___ USPS ___ A&P ___ Faculty

1) Which Purchasing office primarily serves you?

- A) Central Purchasing C) IFAS Purchasing
B) Health Center Purchasing D) Physical Plant Purchasing

2) Please rank each of the important purchasing measures below. **(From 1 through 10, with 1 being the most important)**

- ___ PO turn-a-round time ___ Accuracy of Processing
___ On time delivery ___ Cost Savings
___ Professionalism ___ Responsiveness
___ Commodity Knowledge ___ Ability to source qualified suppliers
___ Purchasing Training
___ Purchasing staff's relationship with you the customer

3) Overall, how satisfied are you with your purchasing department?

Very Satisfied Not Satisfied
5 4 3 2 1

COMMENTS: _____

4) How satisfied are you with Purchasing's accuracy in such areas as specifications, quantity, price, due date, delivery location, etc.

Very Satisfied Not Satisfied
5 4 3 2 1

COMMENTS: _____

5) How satisfied are you with Purchasing's ability to assist you in achieving your expected cost of goods and services.

Very Satisfied Not Satisfied
5 4 3 2 1

COMMENTS: _____

6) How satisfied are you with the PO cycle time? (From the time Purchasing receives the requisition until the time that your department receives their copy of the PO)

Very Satisfied Not Satisfied
5 4 3 2 1

6a) How many days should it take? _____

6b) How many days is it currently taking? _____

COMMENTS: _____

7) How satisfied are you with Purchasing's commodity knowledge?

	Very Satisfied				Not Satisfied
Knowledge of vendors	5	4	3	2	1
Knowledge of products purchased	5	4	3	2	1
Knowledge of prices	5	4	3	2	1
Knowledge of product availability	5	4	3	2	1

COMMENTS: _____

8) How satisfied are you with Purchasing's ability to find and develop suppliers that meet quality and service expectations?

Very Satisfied Not Satisfied
5 4 3 2 1

COMMENTS: _____

9) How satisfied are you with Purchasing's responsiveness?

	Very Satisfied				Not Satisfied
Answering phone and returning calls	5	4	3	2	1
Being available	5	4	3	2	1
Answering Questions	5	4	3	2	1
Assisting with problems	5	4	3	2	1

COMMENTS: _____

10) How satisfied are you with Purchasing's outreach programs?

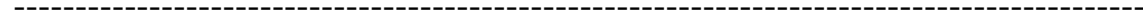
	Very Satisfied				Not Satisfied
<u>Training</u>					
Electronic Requisition Training	5	4	3	2	1
Purchasing 101 Training	5	4	3	2	1
Purchasing Card Training	5	4	3	2	1
<u>Other</u>					
Purchasing Web Page	5	4	3	2	1
Purchasing Newsletter, "Buylines"	5	4	3	2	1
Purchasing Card	5	4	3	2	1

COMMENTS: _____

11) What else should we be doing to better serve our customers?

Please Return to:

Central Purchasing Division
 Attention: Mike Williams
 POB 115250
 Campus Mail



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Fold Line

Optional Return Address

TO: Central Purchasing Division
Attention: Mike Williams
POB 115250
Campus Mail

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