# Associate Supplier Satisfaction Survey

Conformance

Quality

Better Health

Quality indicators

Best practices

GRID

Agility
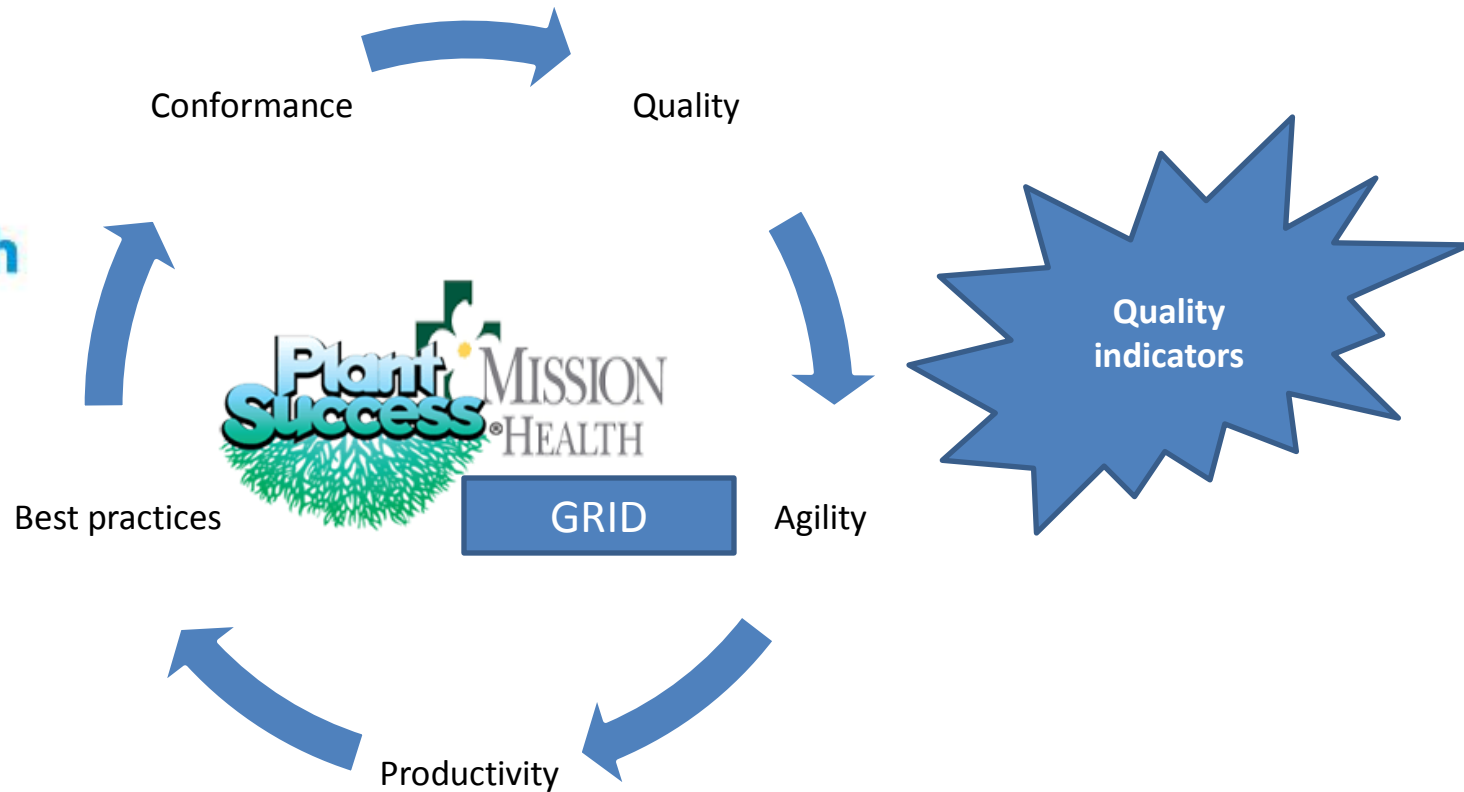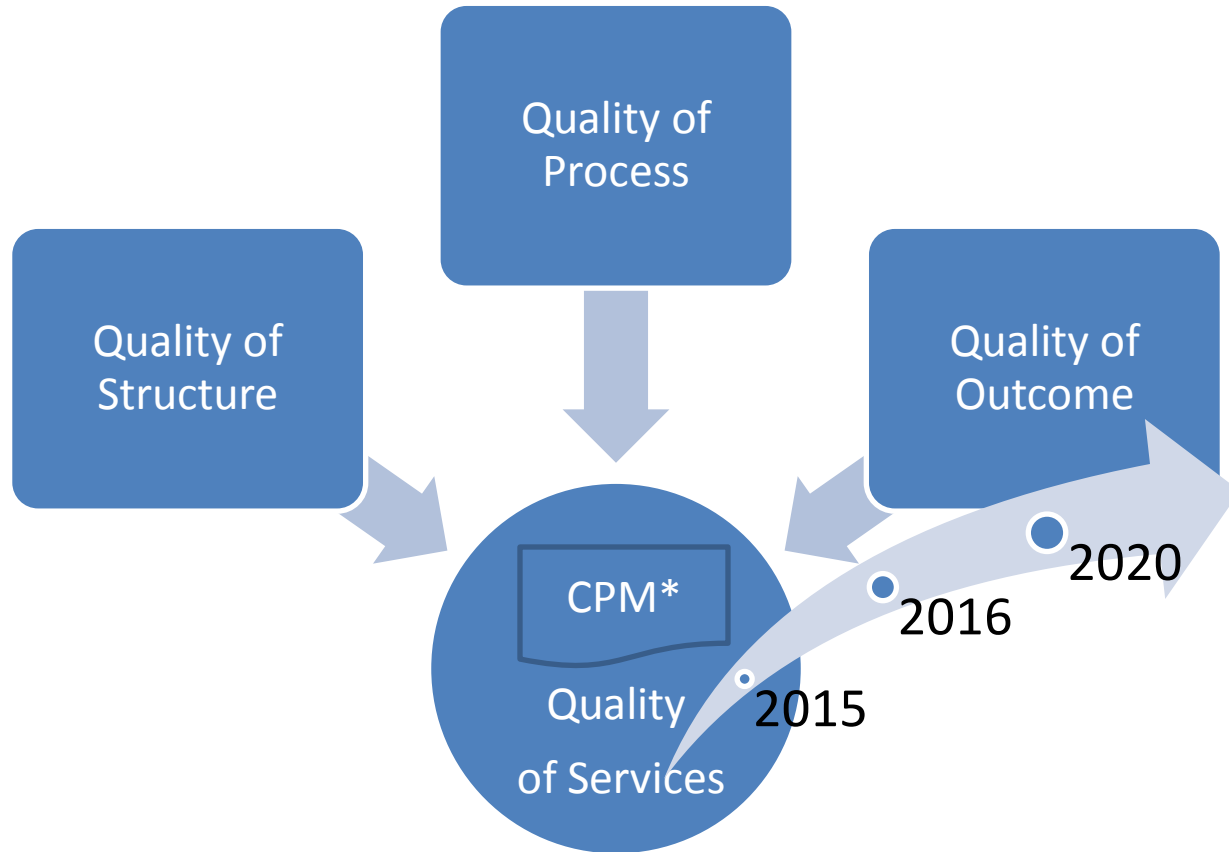
Productivity

**Analysis to steer ahead**     K.S.Venkatram , AOEC & SSHGIEC 2016-19

# Associate Supplier Satisfaction Survey

# Supplier Satisfaction Survey

- The Centre's team has defined a (draft version) survey form to collect customer satisfaction information from suppliers or resellers, such as

- **Product Id:**                                  **Customer Name:**
- 1. Opinion about the enquiry/customer information available:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable

- 2. Opinion about the facility/supply services related to this product/ consumable:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable

# Supplier Satisfaction Survey

- 3. Supply procedure/ Time taken for order completion and delivery:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable

- 4. Important needs satisfaction procedure (if applicable to product):
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable

- 5. Appropriate information availability, consultation and service at time of supply:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable

# Supplier Satisfaction Survey

- 6. Sufficiency of information on product packaging, shell life and shipping information: Secure order options?
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

- Quality of product packaging and product information (on a batch or per piece basis): Tamper proof?
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

- 7. Quality of product (when unboxed) on a batch or per piece basis:
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

# Supplier Satisfaction Survey

- 8. Quality check facilities availed of at point-of-supply to assess quality, performance or "RDA/RNI/food safety" practices conformance (if applicable):
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

- 9. Extended Quality check facilities availed of to assess performance or "RDA/RNI/food products and consumables safety" practices conformance (if applicable):
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

# Supplier Satisfaction Survey

- 10. Performance of any point of contact model (if applicable) for orders or re-orders or incidences or returns:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable
-  Needs projection:


- 11. Performance of **proportion of demand/ dimension for supply/ any automated reorder model** (if applicable):
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable
-  Needs projection:

# Supplier Satisfaction Survey

- 12. Performance of any periodic cost accounting model (if applicable) to set / revise pricing:
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable
-  Needs projection:


- 13. Performance of any complaints redressal system (if applicable):
-  Very Good
-  Good
-  Satisfactory
-  Poor
-  Not applicable
-  Needs projection:

# Supplier Satisfaction Survey

- 14. Behavior/ understanding of product/ consumable shown by staff or help line:
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

- 15. Overall condition of supply services (needs/sense of proportion/sense of demand understanding, order or re-order procedures, up-to-date inventory, storage, supplying of product material, billing procedure, negotiation or conflict resolution, cleanliness [if applicable], relative humidity or ambient moisture levels [if applicable], air-conditioning [if needed], pest or insect menace [if applicable]):
- ☐ Very Good
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Not applicable

# Supplier Satisfaction Survey

- 16. Any complaints about product?

- 17. Any suggestions for improvement of product?

- 18. Any suggestions for improvement of supply services?