Purchasing Office Customer Survey

We would like to find out what type of job you think we are doing and what we might do to serve you better. Please rate our performance by answering the following questions.

RETURN TO: Purchasing Office, CRB 2.200 D0300
OR FAX: 471-7745

My phone calls are returned by the Purchasing Office staff promptly yes no

The Purchasing Office staff is able to answer my questions knowledgeably yes no

The Purchasing Office staff is courteous in their contact with me (reception, check pick-up, conferences) yes no

How would you rate us in the following areas?
(On a scale of 0-5, 0 being "poor" and 5 being "excellent".)

Poor Excellent

Providing help in dealing with vendors when problems arise

0 1 2 3 4 5

Providing assistance with complex purchases

0 1 2 3 4 5

How well does the Purchasing department service your overall needs?

0 1 2 3 4 5

What do you think should be our highest priority?
(Rank in order of importance from 1 to 7, 1 being the highest priority.)

_____ a. Achieve cost savings
_____ b. Avoid negative audit findings
_____ c. Maintain good vendor relations
_____ d. Promote competitive purchasing
_____ e. Rapid processing of requisitions
_____ f. Procure quality materials/services
_____ g. Other: _____

Additional Comments:

_____
_____
_____
_____

OPTIONAL

Your Name: _____ Department: _____