



## **SUPPLIER SURVEY RESULTS 2010**

In total 105 questionnaires were sent out to the main suppliers of the council. We had a response rate of 24.8% with 26 surveys being returned.

### **Supplier Longevity**

Q. How long have you been doing business with the Council?

< 3 Years	=	15.4%
3 – 6 Years	=	38.5%
> 6 Years	=	46.1%

### **Supplier Approval**

Q. Did you go through any pre-approval process?

Yes	=	76.9%
No	=	15.4%
Unanswered	=	7.7%

Q. If Yes, how relevant and appropriate was it?

Poor	=	0%
Bad	=	0%
Average	=	11.5%
Good	=	57.7%
Excellent	=	3.8%
Unanswered	=	27%

Q. How clear, succinct and helpful was the original specification?

Poor	=	0%
Bad	=	0%
Average	=	15.4%
Good	=	65.4%
Excellent	=	0%
Unanswered	=	19.2%

The majority of suppliers had gone through a pre-approval process. The lion's share of suppliers who had gone through a pre-approval process rated this as average-good.



## **Supplier Management**

Q. How many key points of contact at the council do you have?

0 – 4	=	69.2%
5 – 9	=	3.8%
10 – 14	=	0%
15+	=	0%
Unanswered	=	27%

The majority of suppliers had 0-4 points of contact at the council.

Q. Do you know whether the council routinely monitors your performance?

Yes	=	42.3%
No	=	53.9%
Unanswered	=	3.8%

Q. Do you see your performance scores?

Yes	=	0%
No	=	92.3%
Unanswered	=	7.7%

Q. Do you have regular 'Contract Management' Meetings?

Yes	=	38.5%
No	=	53.8%
Unanswered	=	7.7%

42.3% of respondents indicated that they believed their performance was regularly monitored by the Council; however none had access to their performance scores. Furthermore 38.5% claimed to hold regular review meetings with the council.

## **Payment Practices**

Q. Do we pay you promptly?

Yes	=	88.5%
No	=	3.8%
Unanswered	=	7.7%

The majority stated that they were paid on time by the council.



Q. Do we pay you by BACS?

Yes	=	96.2%
No	=	0%
Unanswered	=	3.8%

96.2% of the sample was paid by BACS.

Q. Would you be willing to invoice us electronically (i.e. email, fax, or any other means)?

Yes	=	77%
No	=	19.2%
Unanswered	=	3.8%

77% of suppliers were willing to invoice us electronically if required.

Q. Is your company capable of accepting payment by VISA purchasing card?

Yes	=	19.2%
No	=	77%
Unanswered	=	3.8%

Q. If so, are card transactions VAT-enabled?

Yes	=	7.7%
No	=	26.9%
Unanswered	=	65.4%

Q. If not, would you be willing to become a VAT-enabled purchasing card acceptor?

Yes	=	11.5%
No	=	69.3%
Unanswered	=	19.2%

## **Overall Summary**

Overall the Council's procurement professionalism was rated as follows:

Poor	=	0%
Bad	=	0%
Average	=	11.5%
Good	=	70%
Excellent	=	19.2%
Unanswered	=	0%



There was a rather positive reaction received in this area.

5 of the suppliers stated that they may have the means to reduce their costs to the Council. These comments have been passed to the appropriate Contract Manger within the Council to consider.

### **Improvement Suggestions**

- **Aids & Adaptions Ltd** – ‘Dealing directly would be a benefit rather than going through agents such as Spirita Home Improvement Agency – we deal direct with other local authorities and find it saves a lot of time and thud provides a better service’.
- **BenhamGoodHead Print Ltd** – ‘Currently looking at alternative papers stocks and formats to reduce cost’
- **Hollis Electrical & Mechanical Services Ltd** – ‘The existing system is efficient and works well’
- **R A Edwards & Partners Ltd** – ‘Early involvement in building contracts i.e. Pre-tender may assist in lost reductions as we can add to the design process.
- **B M 3 Architecture Ltd** – ‘Reducing costs in our case depends on repeat work of a similar nature where it is possible to save time by reusing/modifying information from one job to the next’.
- **J W Green Swimming Pools Ltd** – ‘Email newsletter listing new tenders and or supplies required. All this information could have been set up on one side of one piece of paper and saved how many hundred sheets?’

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