



SUPPLIER SURVEY RESULTS 2008

In total 107 questionnaires were sent out to the main suppliers of the council. We had a response rate of 21% with 22 out of 107 surveys being returned.

Supplier Longevity

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

< 3 Years	=	2/22	9%
3 – 6 Years	=	3/22	14%
> 6 Years	=	17/22	77%

A high proportion of suppliers had held dealings with the council for over 6 years. This does indicate that more activity could be undertaken to encourage new suppliers to bid for business with the council.

Supplier Approval

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

Yes	=	11/22	50%
No	=	11/22	50%
Unanswered	=	0/22	0%

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

Poor	=	0/22	0%
Bad	=	0/22	0%
Average	=	1/22	4.5%
Good	=	7/22	36%
Excellent	=	1/22	4.5%
Unanswered	=	12/22	55%

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

Poor	=	0/22	0%
Bad	=	0/22	0%
Average	=	1/22	4.5%
Good	=	13/22	59%
Excellent	=	1/22	4.5%
Unanswered	=	7/22	32%



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-excellent**.

Supplier Management

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

0 – 4	=	15/22	68%
5 – 9	=	1/22	4.5%
10 – 14	=	1/22	4.5%
15+	=	0/22	0%
Unanswered	=	5/22	23%

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	=	8/22	36%
No	=	14/22	64%
Unanswered	=	0/22	0%

Q. Do you see your performance scores?

Yes	=	1/22	4.5%
No	=	21/22	95.5%
Unanswered	=	0/22	0%

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

Yes	=	9/22	41%
No	=	11/22	50%
Unanswered	=	2/22	9%

36% of respondents indicated that they believed their performance was regularly monitored by the council, however only **4.5%** had access to their performance scores. Furthermore **41%** claimed to hold regular review meetings with the council.



Payment Practices

Q. Do we pay you promptly?

Yes	= 20/22	91%
No	= 2/22	9%
Unanswered	= 0/22	0%

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

Q. Do we pay you by BACS?

Yes	= 22/22	100%
No	= 0/22	0%
Unanswered	= 0/22	0%

100% of the sample were paid by BACS.

Q. If not, would you be willing to be paid by BACS?

Yes	= 2/22	9%
No	= 0/21	0%
Unanswered	= 20/22	91%

10% of the sample were willing to be paid by BACS, though all who responded did pay electronically by BACS.

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

Yes	= 12/22	54.5%
No	= 9/22	41%
Unanswered	= 1/22	4.5%

54.5% of suppliers were willing to invoice us electronically if required.

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

Yes	= 8/22	36%
No	= 14/22	64%
Unanswered	= 0/22	0%



36% of companies capable of accepting payment by VISA purchasing card.

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

Yes	=	5/22	23%
No	=	8/22	36%
Unanswered	=	9/22	41%

23% of card transactions that are VAT-enabled.

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

Yes	=	5/22	23%
No	=	10/22	45%
Unanswered	=	7/22	32%

23% willing to become VAT-enabled purchasing card acceptor.

Overall Summary

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

Poor	=	0/22	0%
Bad	=	0/22	0%
Average	=	3/22	14%
Good	=	13/22	59%
Excellent	=	5/22	23%
Unanswered	=	1/22	4%

82% of those who responded rated the Council as good or excellent.

Q. Could you reduce your costs to us?

Yes	=	3/22	14%
No	=	17/22	77%
Unanswered	=	2/22	9%



14% of the suppliers stated that they may have the means to reduce their costs to the council. These 14% are now being consulted.

Improvement Suggestions were as follows:

- 1) To be issued with a swipe card to save time with deliveries. (Turleys).

- 2) Procuring services through a framework agreement (Q2).

16 June 2008