

Results of the Supplier Survey 2007

Below are the results of the Supplier survey. In total we sent out 109 questionnaires in total we received 21% of the forms back.

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

< 3 years	4%
3 - 6 years	4%
>6 years	92%

2. Approx annual turnover with us?

0 - £50,000	61%
£50,000 - £100,000	10%
£100,000 +	10%
N/A	19%

Before you were awarded a Contract

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

Yes	61%
No	35%
N/A	4%

2. If yes, how relevant and appropriate was it?

Poor	7%
Average	14%
Good	72%
Excellent	7%

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

Poor	9%
Average	23%
Good	59%
Excellent	9%

On Going Business

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

0 - 4	70%
5 - 9	13%
10 - 14	4%
15+	4%
N/A	9%

5. Do you know if the Council routinely monitors your performance?

Yes	30%
No	65%
N/A	5%

6. Do you see your performance scores?

Yes	4%
No	92%
N/A	4%

7. Do you have regular "contract management" meetings?

Yes	52%
No	48%

8. Do we pay you promptly?

Yes	96%
No	4%

9. Do we pay you by BACS?

Yes	96%
No	
N/A	4%

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

Yes	9%
------------	-----------

No
N/A **91%**

11. Would you be willing to invoice us electronically (by e - mail or by any other means?)

Yes **65%**
No **35%**

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

Yes **26%**
No **74%**

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

Yes **66%**
No **17%**
N/A **17%**

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

Yes **22%**
No **39%**
N/A **39%**

15. Overall, how do you rate the councils procurement professionalism against your other customers?

Average **17%**
Good **62%**
Excellent **17%**
N/A **4%**

79% of those who responded rated the Council as good or excellent.

16. Could you reduce your costs to us?

Yes **18%**
No **64%**
N/A **18%**

Jun-07