

Procurement and Supply Management – Client Survey  
Standard Version 1.0

*(Note to head of Procurement: you might need to tailor this standard survey to fit your unique situation)*

Dear Client: Please answer the following questions regarding services provided by [ your Company name ] procurement and supply management function. Your feedback is appreciated.

In the survey questions that follow, PSM means Procurement and Supply Management.

<b>Strongly</b>	<b>Strongly</b>						
		<b>N/A</b>	<b>Disagree</b>	<b>Disagree</b>	<b>Neither</b>	<b>Agree</b>	<b>Agree</b>

### **KNOW MY BUSINESS / MARKET**

1. PSM understands my current and future business/operational needs
2. PSM understands my business plan
3. PSM supplies me with useful market intelligence
4. PSM services meet my needs
5. In the past year, PSM has generally improved in the areas noted above.

NOTE: On any question that you rated Disagree or Strongly Disagree, please comment on the reasons for the low score.

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### **COMMUNICATION**

6. I am included in key supplier meetings that affect my operation
7. PSM communicates policy changes in a timely manner
8. PSM routinely seeks my input on the selection of services, products and suppliers used by my organization.
9. The PSM newsletter is a useful

communications tool

10. In the past year, PSM has generally improved in the areas noted above
11. PSM is invited to participate in my organization's planning process.

NOTE: On any question that you rated Disagree or Strongly Disagree, please comment on the reasons for the low score.

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### **RESPONSIVENESS**

12. When I have a problem, PSM works with me in a timely manner to solve it.
13. I am generally satisfied with PSM responsiveness.

NOTE: On any question that you rated Disagree or Strongly Disagree, please comment on the reasons for the low score.

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### **INNOVATIVENESS AND EFFECTIVENESS TO ADD VALUE**

14. PSM, through Strategic Sourcing, is helping to change the status quo in a positive fashion.
15. PSM appropriately considers all aspects of cost and value before coming to a conclusion
16. PSM recommendations make sense from an operational perspective.
17. PSM is effective in bundling spend across multiple locations to the benefit of my group.

- 18. I feel informed about the practices and strategies that PSM is using to add value.
- 19. I understand the methodology that is used to calculate the savings or benefits on PSM initiatives
- 20. I have confidence that the benefits from PSM initiatives are actually being realized by my organization.

NOTE: On any question that you rated Disagree or Strongly Disagree, please comment on the reasons for the low score.

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**PERCEPTIONS of PSM**

*Please indicate your ratings of PSM on each of the following dimensions.*

*My perception of PSM is that it is:*

- |     |                    |   |   |   |   |   |                         |
|-----|--------------------|---|---|---|---|---|-------------------------|
| 21. | REACTIVE           |   |   |   |   |   | PROACTIVE               |
|     | 1                  | 2 | 3 | 4 | 5 | 6 | 7                       |
|     |                    |   |   |   |   |   |                         |
| 22. | BUSINESS AS USUAL  |   |   |   |   |   | CREATIVE/INNOVATIVE     |
|     | 1                  | 2 | 3 | 4 | 5 | 6 | 7                       |
|     |                    |   |   |   |   |   |                         |
| 23. | LONE RANGERS       |   |   |   |   |   | TEAM PLAYERS            |
|     | 1                  | 2 | 3 | 4 | 5 | 6 | 7                       |
|     |                    |   |   |   |   |   |                         |
| 24. | FUNCTIONAL SILO    |   |   |   |   |   | BROAD BUSINESS THINKERS |
|     | 1                  | 2 | 3 | 4 | 5 | 6 | 7                       |
|     |                    |   |   |   |   |   |                         |
| 25. | PROCEDURE ORIENTED |   |   |   |   |   | ACTION/RESULTS ORIENTED |

1 2 3 4 5 6 7

**PERCEPTIONS on Other Topics**

- |  | <b>Strongly</b> |                 |                 |                |              | <b>Strongly</b> |
|--|-----------------|-----------------|-----------------|----------------|--------------|-----------------|
|  | <b>N/A</b>      | <b>Disagree</b> | <b>Disagree</b> | <b>Neither</b> | <b>Agree</b> | <b>Agree</b>    |
| 26. PSM is more aware of relevant market knowledge than one year ago.  |                 |                 |                 |                |              |                 |
| 27. In the past year, my perception of PSM has generally improved.   |                 |                 |                 |                |              |                 |
| 28. I am familiar with Strategic Sourcing.   |                 |                 |                 |                |              |                 |
| 29. My perception of Strategic Sourcing as a forum to “take a fresh look” in order to generate cost reductions has been favorable. |                 |                 |                 |                |              |                 |
| 30. Implementation of agreements under Strategic Sourcing has gone smoothly.   |                 |                 |                 |                |              |                 |
| 31. The Strategic Sourcing process should be considered in the future for all areas of spend.                                      |                 |                 |                 |                |              |                 |
| 32. I understand what is meant by the term “Speaking with One Voice.”  |                 |                 |                 |                |              |                 |

**OTHER TOPICS**

29. When a supplier’s representative tries “back door selling” (i.e. contacting me outside the established sourcing process), I do the following (check only one):

- Immediately refer the rep to the procurement person who leads that areas of spend
- Give the rep some of my time, and try to respond to his/her topics myself
- Other response(s): please describe below

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30. Other suggestions. Please offer any other suggestions that come to mind for improving the effectiveness of our PSM activities.

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So that we might better understand your responses and improve in the future, please provide some background information about yourself:

**RESPONDENT INFORMATION – Indicate ANY which apply to you:**

- Corporate Department
- Business Unit
  - Business Unit \_\_\_\_\_
  - Business Unit \_\_\_\_\_
  - Business Unit \_\_\_\_\_
  - Business Unit \_\_\_\_\_
  
- My Business Unit Role
  - Executive Staff (President, Direct report to President of BU)
  - Superintendent level
  - General foreman, foreman, other operating positions
  - Support functions (e.g. accounting, quality assurance, purchasing, transportation, human resources)
  
- I have participated in purchasing initiatives (e.g. strategic sourcing) as a:
  - Stakeholder
  - Core team member
  - Extended team member
  - Information resource
  - No participation

**WHICH PROCUREMENT AREAS (Groups) DID YOU HAVE IN MIND WHEN COMPLETING THIS SURVEY? – indicate ANY which apply:**

- Raw Materials
- Energy
- Capital Equipment
- Indirect Materials
- MRO
- Services
- Other \_\_\_\_\_

Thank you for investing time to complete this Client Survey. Your feedback will be carefully reviewed.