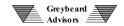


Procurement and Supply Management – Client Survey Standard Version 1.0

(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.

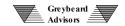
Strongly

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

Strongly	Strongry					
Strongly	N/A	Disagree	Disagree	Neither	Agree	Agree
KNOW MY BUSINESS / MARKET						
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.						
_						

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.

for the low score.	 	please comment on the reasons

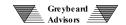
RESPONSIVENESS

- 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.	

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.

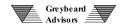
NOTE: On any question that you rated Disagree or Strongly	y Disagree, please comment on the reasons
for the low score.	

PERCEPTIONS of PSM

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

My perception of PSM is that it is:

21.	REACTΓ	REACTIVE PROACTIVE						
	1	2	3	4	5	6	7	
22.	BUSINES	SS AS USU	AL			CREATI	VE/INNOVA	ΓΙVΕ
	1	2	3	4	5	6	7	
23.	LONE R	ANGERS				Т	EAM PLAYE	RS
	1	2	3	4	5	6	7	
24.	FUNCTI	ONAL SILC)		BR	OAD BUSIN	ESS THINKE	RS
	1	2	3	4	5	6	7	
25.	PROCEI	OURE ORIE	NTED		AC'	TION/RESU	LTS ORIENT	ED



1 2 3 4 5 6 7

PERCEPTIONS on Other Topics

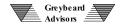
	Strongly		Strongly		
N/A	Disagree	Disagree	Neither	Agree	Agree
26. PSM is more aware of relevant market knowledge than one year ago.					
27. In the past year, my perception of PSM has generally improved.					
28. I am familiar with Strategic Sourcing.					

- 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

	Greybeard © Cop	byright 2005 Greybeard Advisors LLC
	Other suggestions. Please offer any other suggestions of our PSM activities.	tions that come to mind for improving the
_	-	
	e might better understand your responses and impr nd information about yourself:	ove in the future, please provide some
RI	ESPONDENT INFORMATION – Indicate AN	Y which apply to you:
	Corporate Department Business Unit	
	My Business Unit Role	operating positions
	I have participated in purchasing initiatives (e.g. Stakeholder Core team member Extended team member Information resource No participation	strategic sourcing) as a:



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.