



Preparing people to lead extraordinary lives

Dear Campus Purchaser,

The Purchasing Department strives to identify the best suppliers to the University for the use of all. In most cases, **PRE-QUALIFIED SUPPLIERS** are the most expedient and economical way of ordering supplies, goods and services for the University. As part of our efforts to continually evaluate and improve upon the service that you, the campus customers, receive from our pre-qualified suppliers, as well as all other suppliers used, we ask that you complete this survey and return it Purchasing. Your feedback will be very important in continuing to shape the University's procurement process and our active vendor base.

Thank you,

Purchasing Department

LOYOLA SUPPLIER PERFORMANCE SURVEY

1. Your Name: _____ Date: _____

2. Your E-mail address: _____

3. Your Campus Location: _____ Ext: _____

4. Name of Supplier: _____

5. What method of buying these goods / services did you use?

- Purchase Requisition/Purchase Order
- Check Requisition
- ProCard
- Other (Please specify) _____

6. What method of paying for goods / services did you use?

- LUC ProCard
- Invoice (paid by LUC Accounts Payable)
- Other (Please specify) _____

7. Please rate your ordering experience. (Select the appropriate category from the drop down box.)

Availability of goods / services _____

Price of goods / services _____

Quality of goods / services _____

Customer Services _____

Knowledge & Professionalism of Sales Representative _____

Representative availability _____

8. Please rate your delivery experience. (Select the appropriate category from the drop down box.)

Delivery time _____

Condition of goods _____

Accuracy of contents _____

9. Was the price quoted or published the same as the invoiced price?

Yes

No Please identify: _____

N/A

10. Were any requested items substituted with a generic or another manufacturer's brand?

Yes

No Please identify: _____

N/A

11. Please rate your overall experience.

My experience was: _____

12. Would you use this supplier again?

Yes If no, why not? _____

No _____

13. Would you like to be contacted by a representative from the purchasing staff?

Yes

No

** You may attach a separate write up which elaborates on the details of any "Unsatisfactory" response made so that the Purchasing Department has specifics to discuss with the supplier.*