# **Supplier customer satisfaction survey**

## What is the supplier customer satisfaction survey?

The supplier customer satisfaction survey is an internal survey used to gain qualitative feedback from users of the goods/services provided by the supplier. It is more applicable to strategic and long term contracts.

## How to apply the supplier customer satisfaction survey

Typically this survey is emailed to users of the good/services quarterly, half yearly or annually and responses tallied in a central register. Specific instances of failure or dissatisfaction should be raised by the contract manager with the supplier.

A customer satisfaction survey is particularly relevant to long-term contracts and contracts classified as strategic, close to core and leveraged.

Where possible, a score rating is integrated into the supplier’s KPI report and embedded as a contractual requirement.

## Supplier customer satisfaction survey

**Supplier:** [Insert supplier name]

**Contract name:** [Insert contract name]

**Why was the supplier used?**

[insert reason]

**Estimate spend value:** $[insert amount]

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Question rating (1 = Low, 5 = High) | | | | |
| Item | Question | 1 | 2 | 3 | 4 | 5 |
| 1 | How satisfied are you with the accessibility of the supplier, i.e. were they easy to find? |  |  |  |  |  |
| 2 | How satisfied are you with the responsiveness of the supplier to your requirements? |  |  |  |  |  |
| 3 | How satisfied are you with the level of communication by the supplier in relation to the status of your requirement(s)? |  |  |  |  |  |
| 4 | How satisfied are you with the level of professionalism, advice, knowledge provided by the supplier? |  |  |  |  |  |
| 5 | How satisfied are you with the accuracy and quality of advice, knowledge or goods provided by the supplier? |  |  |  |  |  |
| 6 | How satisfied are you with the timing/timeframes of goods or services provided? |  |  |  |  |  |
| 7 | How satisfied are you with the purchase you made (of goods or service)? |  |  |  |  |  |
| 8 | How satisfied are you with the supplier overall? |  |  |  |  |  |

## Using this tool

This tool accompanies the [Contract management - Goods and services procurement guide](https://www.buyingfor.vic.gov.au/contract-management-goods-and-services-procurement-guide)

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