

Customer Satisfaction Survey

Regional Procurement Initiative® conducted a customer satisfaction survey of our customers in November 2008. The purpose of this survey was to obtain feedback on the level of service we have been providing and in what areas this service may be improved.

The survey was based on the Memorandums of Agreement (MoA) in place between our member councils and Regional Procurement Initiative®.

The responses to each question have been included and shown as a percentage out of 100.

With regard to our commitments under the MoA, has Regional Procurement:

Obtained specific written authority from each participating Council before initiating a tender/quote on their behalf?	always 96%	often 4%	mostly	sometimes	rarely
Only awarded tenders/quotes that are equal to, or less than, other purchasing schemes' prices <u>and</u> are of equal or better quality?	always 59%	often 21%	mostly 17%	sometimes 3%	rarely
Ensured the highest levels of probity, transparency and integrity were maintained in all dealings with suppliers?	always 82%	often 11%	mostly 7%	sometimes	rarely
Complied with all requirements under the Local Government (General) Regulation 2005 Part 7 Tendering?	always 81%	often 15%	mostly 4%	sometimes	rarely

Please answer the following questions in regard to provision of Customer Service by Regional Procurement:

What word best describes enquiry response times (email, fax or phone) provided by our staff?	prompt 54%	mostly prompt 42%	satisfactory 4%	sometimes slow	slow
Do our staff provide you with clearly defined answers to your questions?	always 55%	often 41%	mostly 4%	sometimes	rarely
Which of the following words best describes the quality of service provided by our staff?	excellent 28%	high 69%	satisfactory	average 3%	poor
Do our staff demonstrate an understanding of your needs?	always 48%	often 34%	mostly 14%	sometimes 4%	rarely

Comment from the CEO.

The 2008 Regional Procurement Initiative® customer survey results demonstrate an increase in the level of satisfaction with the services provided by this team to our member councils. The team will focus their efforts on further improving service levels to retain the confidence shown in delivery of our tender processes.



Peter Salafia
Per CEO
Hunter Councils Inc.