

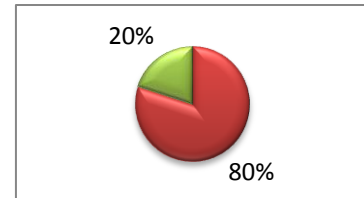
Customer Satisfaction Survey Results May 2012

Regional Procurement Initiative conducted a customer satisfaction survey with our Member Councils in May 2012. The aim of the Survey was to receive feed back on the level of service provided by Regional Procurement and identify areas for improvement

The survey questions were multiple choice, below the results are shown as a percentage and a graph.

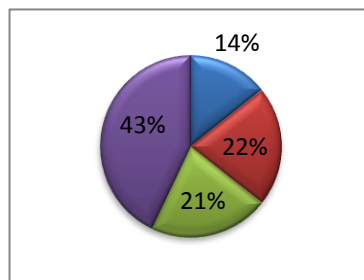
1 How professional is Regional Procurement?

Extremely professional	0.0%
Very professional	80.0%
Moderately professional	20.0%
Slightly professional	0.0%
Not at all professional	0.0%



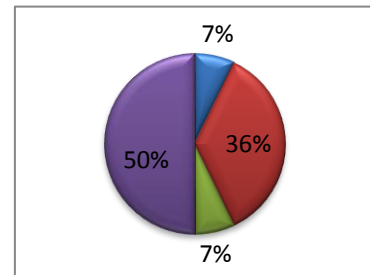
2 Compared to our competitors, is our product quality better, worse, or about the same?

Much better	14.3%
Somewhat better	21.4%
Slightly better	21.5%
About the same	42.9%
Slightly worse	0.0%
Somewhat worse	0.0%
Much worse	0.0%



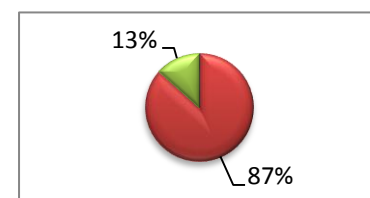
3 Compared to our competitors, are our tenders more beneficial to use, or about the same?

Much more reasonable	7.1%
Somewhat more reasonable	35.7%
Slightly more reasonable	7.1%
About as reasonable	50.0%
Slightly less reasonable	0.0%
Somewhat less reasonable	0.0%
Much less reasonable	0.0%



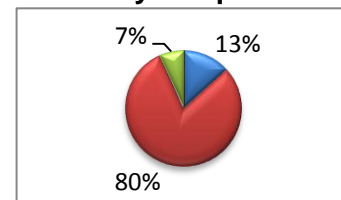
4 How responsive is our company to your requests?

Extremely responsive	0.0%
Very responsive	86.7%
Moderately responsive	13.3%
Slightly responsive	0.0%
Not at all responsive	0.0%



5 How well do the Account Executive's at Regional Procurement answer your questions?

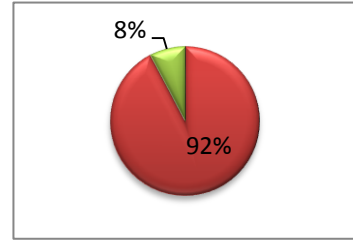
Extremely well	13.3%
Very well	80.0%
Moderately well	6.7%
Slightly well	0.0%
Not at all well	0.0%



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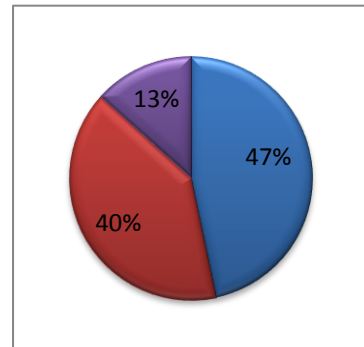
6 How well do the Admin support team at Regional Procurement answer your questions?

Very Well	92.3%
Well	0.0%
Moderately Well	7.7%
Slightly Well	0.0%
Not at all well	0.0%
Other (please specify)	



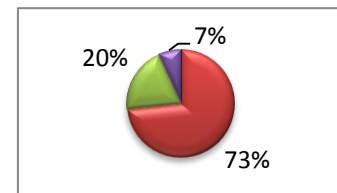
7 Overall, are you satisfied with the service that Regional Procurement provide.

Extremely satisfied	46.7%
Moderately satisfied	40.0%
Slightly satisfied	0.0%
Neither satisfied nor dissatisfied	13.3%
Slightly dissatisfied	0.0%
Moderately dissatisfied	0.0%
Extremely dissatisfied	0.0%
Please Comment	0.0%



8 How likely are you to recommend Regional Procurement to other Organisations you know ?

Extremely likely	0.0%
Very likely	73.3%
Moderately likely	20.0%
Slightly likely	6.7%
Not at all likely	0.0%



Thank you to all Councils who participated in our Customer Satisfaction Survey

The 2012 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.