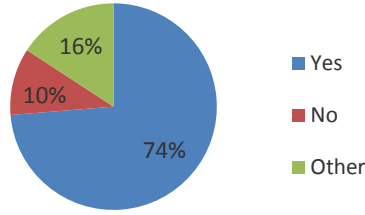




Customer Satisfaction Survey 2013

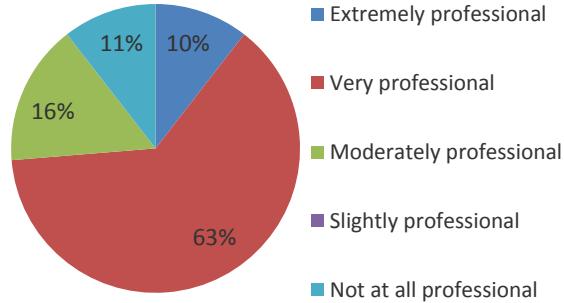
1. Does Regional Procurement assist and add value to your procurement function.

Answer Options	Response Percent
Yes	74.0%
No	10.0%
Other	16.0%



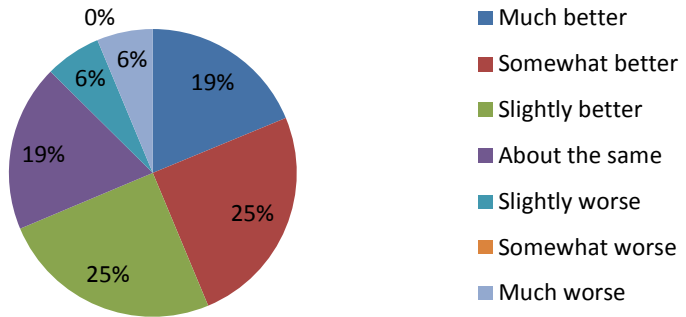
2. How professional is Regional Procurement.?

Answer Options	Response Percent
Extremely professional	10.5%
Very professional	63.2%
Moderately professional	15.8%
Slightly professional	0.0%
Not at all professional	10.5%



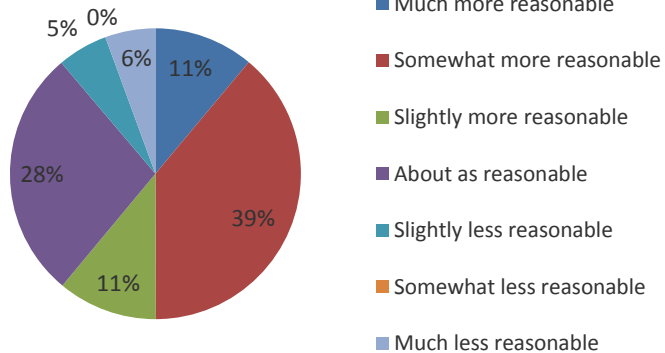
3. Compared to our competitors, is our product quality better, worse, or about the same?

Answer Options	Response Percent
Much better	18.8%
Somewhat better	25.0%
Slightly better	25.0%
About the same	18.8%
Slightly worse	6.3%
Somewhat worse	0.0%
Much worse	6.3%



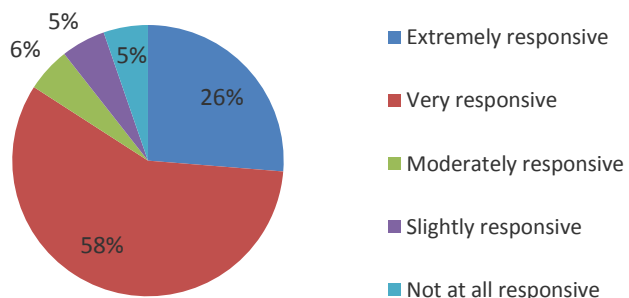
4. Compared to our competitors, are our tenders more beneficial to use, or about the same?

Answer Options	Response Percent
Much more reasonable	11.1%
Somewhat more	38.9%
Slightly more reasonable	11.1%
About as reasonable	27.8%
Slightly less reasonable	5.6%
Somewhat less	0.0%
Much less reasonable	5.6%



5. How responsive is our company to your requests?

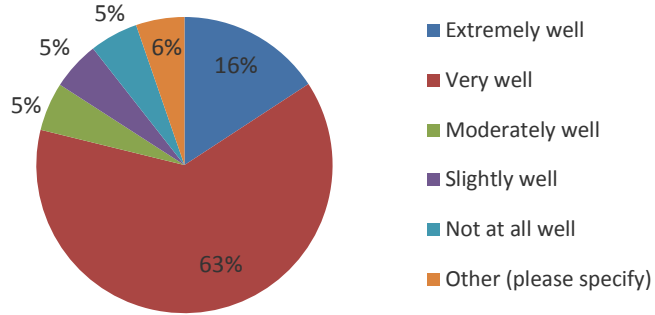
Answer Options	Response Percent
Extremely responsive	26.3%
Very responsive	57.9%
Moderately responsive	5.3%
Slightly responsive	5.3%
Not at all responsive	5.3%





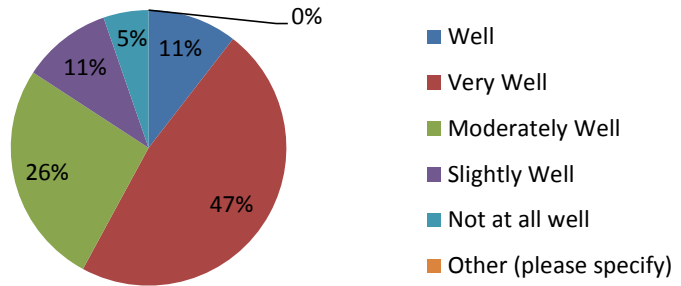
6. How well do the Account Executive's at Regional Procurement answer your questions?

Answer Options	Response Percent
Extremely well	16.7%
Very well	66.7%
Moderately well	5.6%
Slightly well	5.6%
Not at all well	5.6%
Other (please specify)	6%



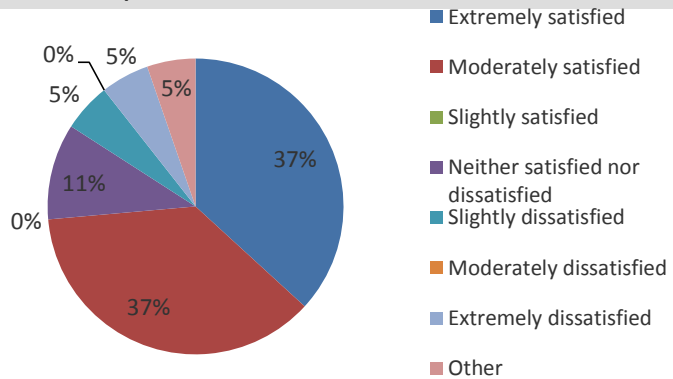
7. How well do the Admin support team at Regional Procurement answer your questions?

Answer Options	Response Percent
Well	10.5%
Very Well	47.4%
Moderately Well	26.3%
Slightly Well	10.5%
Not at all well	5.3%
Other (please specify)	0%



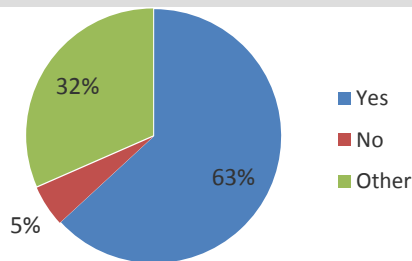
8. Overall, are you satisfied with the service that Regional Procurement provide.

Answer Options	Response Percent
Extremely satisfied	36.8%
Moderately satisfied	36.8%
Slightly satisfied	0.0%
Neither satisfied nor dissatisfied	10.5%
Slightly dissatisfied	5.3%
Moderately dissatisfied	0.0%
Extremely dissatisfied	5.3%
Other	5.3%



9. Does the Regional Procurement website meet your needs

Answer Options	Response Percent
Yes	63.0%
No	5.0%
Other	32.0%



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

Answer Options	Response Percent
Extremely likely	16.7%
Very likely	50.0%
Moderately likely	16.7%
Slightly likely	5.6%
Not at all likely	11.1%

