Regional Procurement Initiative® (a division of Hunter Councils Inc)
Customer Satisfaction Survey

Regional Procurement Initiative® conducted a customer satisfaction survey of our customers in June 2007. 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 **94%**	often	mostly **6%**	sometimes	rarely
Only awarded tenders/quotes that are equal to, or less than, other purchasing schemes' prices and are of equal or better quality?	always **46%**	often **38%**	mostly **16%**	sometimes	rarely
Ensured the highest levels of probity, transparency and integrity were maintained in all dealings with suppliers?	always **73%**	often **7%**	mostly **20%**	sometimes	rarely
Complied with all requirements under the Local Government (General) Regulation 2005 Part 7 Tendering?	always **80%**	often **7%**	mostly **13%**	sometimes	rarely

With regard to provision of Customer Service, please rate Regional Procurement in the following areas:

Enquiry response times (email, fax or phone) provided by our staff?	prompt **60%**	mostly prompt **27%**	satisfactory **7%**	sometimes slow **6%**	slow
Do our staff provide you with clearly defined answers to your questions?	always **47%**	often **40%**	mostly **7%**	sometimes **6%**	rarely
Describe the quality of service provided by our staff?	excellent **47%**	high **34%**	satisfactory **13%**	average **6%**	poor
Are you satisfied with the level of service you receive from our staff?	always **54%**	often **20%**	mostly **20%**	sometimes **6%**	rarely
Do our staff demonstrate an understanding of your needs?	always **40%**	often **27%**	mostly **20%**	sometimes **13%**	rarely
Do you believe you are obtaining a quality service?	always **40%**	often **20%**	mostly **27%**	sometimes **7%**	rarely **6%**

Comment from the CEO.

The Regional Procurement Initiative has now established itself as a successful and sustainable service provider to local government. The Team will immediately address those areas identified for improvement and will continue to strive toward excellence in both service and procurement outcomes.

Barbara Penson
CEO
Hunter Councils Inc.