

Procurement & Strategic Sourcing

**Quality of Services
Survey 2014
Summary Scores**

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Procurement Quality of Services Survey 2014 - 2

We want your input!

Procurement and Strategic Sourcing would like your help in assessing the quality of service our department provides to the campus community. Completing the survey will help us better understand what we are doing well and where we need to improve. The responses you provide will be viewed only by the management team of the Procurement and Strategic Sourcing department. Only the anonymous collective survey results will be shared with the buyers and support staff of the Procurement and Strategic Sourcing team.

There are 4 short pages, with questions about our Staff, Suppliers, WayneBuy, and our Website. Navigation makes it easy to skip over any sections where you have no involvement with Procurement. We estimate that the entire survey will take approximately 10 minutes to complete. If possible, please complete the survey by Friday, October 17, 2014.

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Section 1: Our Staff

“The Following relates to your experiences with our Staff. Let us know what your experiences are”

Total	Staff Average Scale of 1 to 5	3.92
Count	374	
Students	Staff Average Scale of 1 to 5	3.14
Count	30	
Staff	Staff Average Scale of 1 to 5	4.05
Count	291	
Faculty	Staff Average Scale of 1 to 5	3.13
Count	53	

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Section 2: Our Suppliers

“The Following relates to your experiences with our Strategic Suppliers”

Total	Supplier Average Scale of 1 to 5	3.84
Count	374	
Students	Supplier Average Scale of 1 to 5	4.29
Count	30	
Staff	Supplier Average Scale of 1 to 5	3.80
Count	291	
Faculty	Supplier Average Scale of 1 to 5	NA
Count	53	

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Section 3: WayneBuy

“The Following relates to your experiences with WayneBuy. This information will help us as we continue to improve the program to meet the needs of the campus community”

Total	WayneBuy Average Scale of 1 to 5	3.71
Count	374	
Students	WayneBuy Average Scale of 1 to 5	NA
Count	30	
Staff	WayneBuy Average Scale of 1 to 5	3.77
Count	291	
Faculty	WayneBuy Average Scale of 1 to 5	2.89
Count	53	

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Section 4: Website

“The Following relates to your experiences with our Website. This information will help us as we continue to improve the information posted for your use”

Total	Website Average Scale of 1 to 5	3.93
Count	374	
Students	Website Average Scale of 1 to 5	3.33
Count	30	
Staff	Website Average Scale of 1 to 5	4.01
Count	291	
Faculty	Website Average Scale of 1 to 5	3.01
Count	53	

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Survey Questions

Respondents were given an opportunity to provide comments at the end of each section. A summary of responses appears below:

Survey Question	Total Survey Responses	Total Comments to Question	Positive Comments	Negative Comments	Neutral Comments	No Comment
Customer Service Comments	374	63	28	30	5	311
WayneBuy Comments	374	49	4	37	9	324
Key Supplier Comments	374	28	2	21	5	346
Procurement website comments	374	18	1	10	7	356

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Section 1: Customer Service Comments

Count of Please provide any additional comments or feedback that you may have regarding our Customer Service

63 comments out 374 responses:

30 Negative Comments	28 Positive	5 Neutral
24 - Procurement	27 - Procurement	1 - Science stores
4 - Disbursements	1 - TravelWayne	
1 - Travel Wayne		
1 - Aramark / Dunkin Donuts		

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Section 2: WayneBuy Comments

Count of Please provide any additional comments or feedback that you may have regarding the WayneBuy system.

49 comments out 374 responses:

37 Negative Comments

4 Positive Comments

9 Neutral

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Section 3: Strategic Supplier Comments

Count of Rate the overall experience using any of the following Strategic Suppliers - Do you have comments on any of the University's other key suppliers?

28 comments out 374 responses		
21 Negative Comments		
2 Positive Comments		
5 Neutral		

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Section 4: Website Comments

Count of Please provide any additional comments or feedback that you may have regarding our Website.

18 comments out 374 responses		
10 Negative Comments		
1 Positive Comments		
7 Neutral		

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Conclusion:

Overall, scores across the board seemed to hover in the high 3's or low 4's. Procurement recognizes that this illustrates there is room for improvement.

Our staff will be reviewing the individual questions and comments, so as to see where we can make changes to better serve the University Community.

For a complete copy of the survey results, including both the individual question scores and the individual comments, send an e-mail to Kenneth Doherty at: ken-doherty@wayne.edu.

Thanks to all of you who took time from your busy schedules to participate in the survey.