

## Survey: 15-079B: Floor Finish System - Vendor Survey (B)

7 respondents took this survey.

### Question Summary

	Question	Question Type	% of Respondents Submitting
<a href="#">Details</a>	Question 1	Free response	100.00%
<a href="#">Details</a>	Question 2	Free response	100.00%
<a href="#">Details</a>	Question 3	Multiple select	100.00%
<a href="#">Details</a>	Question 4	Free response	100.00%
<a href="#">Details</a>	Question 5	Free response	0.00%
<a href="#">Details</a>	Question 6	Rating grid	100.00%
<a href="#">Details</a>	Question 7	Multiple select	100.00%
<a href="#">Details</a>	Question 8	Yes-no	100.00%
<a href="#">Details</a>	Question 9	Rating grid	100.00%
<a href="#">Details</a>	Question 10	Multiple select	100.00%
<a href="#">Details</a>	Question 11	Free response	42.86%

A red asterisk (\*) indicates required questions.

**Question 1 (Free response)\***

7 of 7 respondents answered this question.

School/Department

	Number of Respondents	Percent
Custodial Grounds Department	1	14.29%
Dania Elem :	2	28.57%
Floranada Elementary	1	14.29%
Lakeside Elem/ Facilities	1	14.29%
Nova High School	1	14.29%
Oakridge Elementary, Facilities	1	14.29%
Total	7	100.00%

**Question 2 (Free response)\***

7 of 7 respondents answered this question.

Contact Telephone

	Number of Respondents	Percent
754 321 5350	2	28.57%
754-323-6400	1	14.29%
754-323-6700	1	14.29%
7543226350	1	14.29%
7543231650	1	14.29%
954 249-1814	1	14.29%
Total	7	100.00%

**Question 3 (Multiple select)\***

7 of 7 respondents answered this question.

Which vendor/supplier did you buy the supplies from? (if you used multiple vendors, please select all that were used)

		Number of Respondents	Percent
National Chemical Laboratories		7	100.00%
N/A		0	0.00%

**Question 4 (Free response)\***

7 of 7 respondents answered this question.

What was the product(s) that your school/department ordered?

	Number of Respondents	Percent
1000064 Floor Finish Remover (Stripper) 1003560 All Purpose Cleaner (H202)	1	14.29%
Bare Bones low odor stripper	2	28.57%
Bare bones stripper, and Wax	1	14.29%
floor finish	1	14.29%
Floor Finish, Stripper, Gloss Restorer and Neutral Floor Cleaner.	1	14.29%
NuKleen	1	14.29%
Total	7	100.00%

**Question 5 (Free response)**

0 of 7 respondents answered this question.

Purchase Order No(s).



	Number of Respondents	Percent	
Total	0	0.00%	

**Question 6 (Rating grid)\***



7 of 7 respondents answered this question.

How do you rate the supplier in the following areas?

## 1. Overall Customer Service

Poor (1) - Excellent (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		0	0.00%
4		4	57.14%
5		3	42.86%
Total		7	100.00%
Average rating: 4.43			




## 2. Delivery as Scheduled or Promised

Poor (1) - Excellent (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		0	0.00%
4		3	42.86%
5		4	57.14%
Total		7	100.00%
Average rating: 4.57			

**Question 7 (Multiple select)\***

7 of 7 respondents answered this question.



How satisfied are you with the supplier?

		Number of Respondents	Percent
Very Satisfied		2	28.57%
Satisfied		3	42.86%
Somewhat Satisfied		2	28.57%
Not Satisfied		0	0.00%

**Question 8 (Yes-no)\***

7 of 7 respondents answered this question.

Will you use them again?





		Number of Respondents	Percent
Yes		6	85.71%
No		1	14.29%
Total		7	100.00%

**Question 9 (Rating grid)\***





7 of 7 respondents answered this question.

How do you rate their product/service?

## 1. Compliance with Specifications




Poor (1) - Excellent (5)		Number of Respondents	Percent
1		1	14.29%
2		0	0.00%
3		3	42.86%
4		2	28.57%
5		1	14.29%
Total		7	100.00%
Average rating: 3.29			




## 2. Quality as Compared to Similar Products/Services

Poor (1) - Excellent (5)		Number of Respondents	Percent
1		3	42.86%
2		0	0.00%
3		1	14.29%
4		2	28.57%
5		1	14.29%
Total		7	100.00%
Average rating: 2.71			

## 3. Price as Compared to Similar Products/Services

Poor (1) - Excellent (5)		Number of Respondents	Percent
1		0	0.00%

2		0	0.00%
3		4	57.14%
4		1	14.29%
5		2	28.57%
Total		7	100.00%
Average rating: 3.71			

Question 10 (Multiple select)*			
7 of 7 respondents answered this question.			
Would you purchase this product or use this vendor again?			
		Number of Respondents	Percent
Definitely		3	42.86%
Probably		3	42.86%
Unlikely		1	14.29%
Very Unlikely		0	0.00%

**Question 11 (Free response)**

3 of 7 respondents answered this question.

Please share any additional information regarding this supplier or the product provided. If this supplier's performance is unsatisfactory, please tell us why.

	Number of Respondents	Percent
Quality products and good customer support	1	33.33%
Bare Bones Floor finish remover does not completely liquefy wax. Mixing 4:1 ratio still left patches of wax on almost all surfaces necessitating a second labor process doubling labor time, use of much more chemical and propane to scrub. Since it does not liquefy wax, the residual turns to a paste which damaged wet vac motor that is designed to suck liquid not milky paste and clogged up scrub brushes also necessitating to be soaked and cleaned in pure stripper solution daily. Unusable horrible product..... H2O2 All Purpose Cleaner does not have good cleaning properties. OK for light dust cleaning but does not clean heavily soiled or dirty surfaces.	1	33.33%
Very helpful and knowledgeable about the product.	1	33.33%
Total	3	100.00%