

53-087R Floor Coverings with Related Supplies Equipment and Services
Survey Results

Staff from the Physical Plant Operations Department, the principal user of this contract, completed this survey regarding the vendors that supply the products on the contract 53-087R - Floor Coverings with Related Supplies Equipment and Services. From the results, it may be seen that, consistently, over 75% of all respondents consider that the vendors perform at a Good, Very Good and Excellent levels, that over 80% of the users are Satisfied or Very Satisfied and that 100% of the users would use this vendor again. Not all users responded to all questions.

Question 1 - How do you rate the supplier in the following areas?

Area evaluated under Question 1: Overall Customer Service

1-Poor	0	0%
2-Fair	0	0%
3-Good	1	14%
4-Very Good	5	71%
5-Excellent	1	14%

Total 7 100%

Area evaluated under Question 1: Delivery as Scheduled or Promised

1-Poor	0	0%
2-Fair	0	0%
3-Good	1	14%
4-Very Good	5	71%
5-Excellent	1	14%

Total 7 100%

Question 2. - How satisfied are you with the supplier?

1- Not Satisfied	0	0%
2-Somewhat Satisfied	0	0%
3-Satisfied	2	33%
4-Very Satisfied	4	67%

Total 6 100%

Question 3. Will you use them again?

Yes	3	100%
No	0	0%

Total 3 100%

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Question 4 - How do you rate their product / service?

Area evaluated under Question 4: Compliance with Specifications

1-Poor	0	0%
2-Fair	0	0%
3-Good	1	14%
4-Very Good	5	71%
5-Excellent	1	14%

Total 7 100%

Area evaluated under Question 4: Quality as Compared to Similar Products/Services

1-Poor	0	0%
2-Fair	0	0%
3-Good	1	14%
4-Very Good	5	71%
5-Excellent	1	14%

Total 7 100%

Area evaluated under Question 4: Price as Compared to Similar Products/Services

1-Poor	0	0%
2-Fair	0	0%
3-Good	1	14%
4-Very Good	5	71%
5-Excellent	1	14%

Total 7 100%

Question 5 - Would you purchase this product or use this vendor again?

1-Very Unlikely	0	0%
2-Unlikely	0	0%
3-Probably	3	43%
4-Definitely	4	57%

Total 7 100%