

Survey: Supplier Evaluation - M & B 2016 - Juice

118 respondents took this survey.

Question Summary

	Question	Question Type	% of Respondents Submitting
Details	Question 1	Multiple select	100.00%
Details	Question 2	Multiple select	100.00%
Details	Question 3	Multiple select	100.00%
Details	Question 4	Multiple select	100.00%
Details	Question 5	Multiple select	100.00%
Details	Question 6	Multiple select	100.00%
Details	Question 7	Multiple select	100.00%
Details	Question 8	Free response	100.00%
Details	Question 9	Multiple select	100.00%
Details	Question 10	Multiple select	100.00%
Details	Question 11	Multiple select	100.00%






A red asterisk (*) indicates required questions.

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Question 1 (Multiple select)*

118 of 118 respondents answered this question.

How do you rate the supplier in the following area:
Overall Customer Service.





		Number of Respondents	Percent
Poor		2	1.69%
Fair		12	10.17%
Good		42	35.59%
Very Good		38	32.20%
Excellent		24	20.34%

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Question 2 (Multiple select)*

118 of 118 respondents answered this question.

How do you rate the supplier in the following area:
Delivery as Scheduled or Promised.





		Number of Respondents	Percent
Poor		0	0.00%
Fair		3	2.54%
Good		33	27.97%
Very Good		52	44.07%
Excellent		30	25.42%

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Question 3 (Multiple select)*

118 of 118 respondents answered this question.

How satisfied are you with the supplier.

		Number of Respondents	Percent
Not Satisfied		3	2.54%
Somewhat Satisfied		10	8.47%
Satisfied		64	54.24%
Very satisfied		41	34.75%

[top](#)**Question 4 (Multiple select)***

118 of 118 respondents answered this question.

Would you recommend using this supplier.

		Number of Respondents	Percent
Yes		110	93.22%
No		8	6.78%

[top](#)**Question 5 (Multiple select)***

118 of 118 respondents answered this question.





Based on your knowledge of products used in the school program are products in compliance with specifications

		Number of Respondents	Percent
Yes		117	99.15%
No		1	0.85%

[top](#)**Question 6 (Multiple select)***

118 of 118 respondents answered this question.

Based on your knowledge of products used in the school program how is the quality compared to similar products.




		Number of Respondents	Percent
Poor		0	0.00%
Fair		7	5.93%
Good		55	46.61%
Very Good		42	35.59%
Excellent		14	11.86%

[top](#)**Question 7 (Multiple select)***

118 of 118 respondents answered this question.

Would you recommend using these products again?

		Number of Respondents	Percent
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Very Unlikely		0	0.00%
Unlikely		5	4.24%
Probably		55	46.61%
Denfinitely		58	49.15%

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Question 8 (Free response)*

118 of 118 respondents answered this question.

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

	Number of Respondents	Percent
Juice is not the issue with this vendor....	1	0.85%
***	1	0.85%
?	1	0.85%
????	1	0.85%
all good	1	0.85%
All Good!	1	0.85%
All is good with Juice	1	0.85%
Always helpful	1	0.85%
As the nations 6th largest school district, I feel that as a school board, we should be indicating how and when to do out orders. I feel as though this company has made the ordering process very difficult.	1	0.85%
customer service is terrible	1	0.85%
Delivery comes at the same time as us Foods every week. not room or time to look at two at once	1	0.85%
delivery guy is great	1	0.85%
Delivery people are very friendly.	1	0.85%
Delivery person is always nice and polite. The students like the product.	1	0.85%
Driver is always pleasant. Sometimes the juice comes in frozen	1	0.85%
driver is excellent	1	0.85%
Drivers are couteous.	1	0.85%
Exceptional customer service. The staff from the office staff to the drivers are very patient and understanding. I appreciate the way they go above and beyond at times to make sure we receive the correct product. Always being available when I call is also a plus.	1	0.85%
good	1	0.85%
GOOD PRODUCTS	1	0.85%
Good quality products.	1	0.85%
Good service	1	0.85%
good year	1	0.85%
Great Customer Service :)	1	0.85%
Great job!!	1	0.85%
GREAT SERVICE	1	0.85%

Great service and Great customer service and both delivery and office. Always available to assist .	1	0.85%
i am satisfied with the product	1	0.85%
I dont have anything to share.. Thank you anyway	1	0.85%
I have no additional information	1	0.85%
I have no problem with the service, Its satisfied.	1	0.85%
I have no problems with any of the suppliers	1	0.85%
I never had a problem I think the supplier is great.	1	0.85%
I would like to be able order the same	1	0.85%
I'm very satisfied	1	0.85%
it would be nice if the driver put the juice up and not just leave it on the floor.	1	0.85%
It's acceptable	1	0.85%
Juice Cases regularly come with broken juice bags causing leaks onto the floor and product loss.	1	0.85%
juice delivery is good	1	0.85%
Leaking juce box's from time to time	1	0.85%
Miguel is a wonderful and pleasant delivery guy.	1	0.85%
More flexible ordering abilities	1	0.85%
my delivery person is excellent . I love the product.	1	0.85%
my delivery person is great	1	0.85%
n/a	5	4.24%
na	1	0.85%
Never had any issues with this company. Maybe it is my driver but he is very good and helpful. Product is always right and on time.	1	0.85%
No comment at this time	1	0.85%
no further comment needed	2	1.69%
no issues	1	0.85%
no problem with juice	1	0.85%
none	6	5.08%
Not very happy with the fact that we have to place our order before 2pm. We should be able to place our order without a deadline. Also, the web site should be a little more user friendly.	1	0.85%
Nothing to share	1	0.85%
Office staff is sometimes not pleasant	1	0.85%
ok	1	0.85%
On occasions I have had substiutes made without my knowledge. However, it is very rare that they will do that.	1	0.85%
Performance is good	1	0.85%
Please label the product with the flavor so we can identify each flavor if mixed on serving line, thank you.	1	0.85%
Poor customer service I dread having to call this supplier.	1	0.85%

Poor customer service. I dread having to call this supplier. I had cooler construction at both of my schools this year and receive 2 deliveries of juice per week. i was actually told they are doing me a favor. also just recently I was out , when I came back I had to call to check on milk orders to clarify what has been ordered the person was rude.	1	0.85%
Product is always on time.	1	0.85%
Question 9 Always	1	0.85%
Questions 10 & 11 do not have sufficient answers. 10. Most times (If it is Carrot Juice they don't have a substitute. That makes it difficult for us.) 11. Most times (After Christmas we were getting some that were close to being out of date. I know they were most likely frozen but I don't remember a message that went out saying that.)	1	0.85%
Satisfactory	4	3.39%
Satisfied	2	1.69%
satisfied with supplier if I have a problem with ordering or receiving an item they are very helpful in resolving any issues.	1	0.85%
Satisfied with the company in the driver who is very nice.	1	0.85%
Satisfory	1	0.85%
send juice that is ordered	1	0.85%
service is wonderful	1	0.85%
some problem with some of there driver but it was taken care of	1	0.85%
Sometimes the case will have a broken juice pouch in them so the box is wet and leaking.	1	0.85%
The children here love this juice.	1	0.85%
the delivery person is always helpful and pleasant	1	0.85%
The driver is excellent.	1	0.85%
the girls in the office can be rude at times when you have to call to place orders.	1	0.85%
the girls in the office can be rude when you call to place an order on the phone.	1	0.85%
The issue I have with the juice is sometimes it's delivered with my milk and sometimes it's delivered my itself. I never know for sure when it will be delivered. The days are fine just not the time.	1	0.85%
The juice comes in cold. The delivery person is very helpful.	1	0.85%
The juice has no expiration dates.	1	0.85%
the milk boxes are very heavy when they are interlocked, and sometimes the milk is stuck to the bottom. Why cant we go back to crates.....	1	0.85%
The name and date of each individual juice should have the name and date.	1	0.85%
The only trouble I have had was recently, carrot juice was not in stock and instead of a substitution it was removed from the order. I would have been short a whole breakfast day. The only other problem is that sometimes the milk is not stacked well and the cartons get damaged and milk gets in the bottom of the box. Other then that I like the drivers and the customer service is nice.	1	0.85%
The owner could have a better attitude.	1	0.85%
The product and supplier are satisfactory	1	0.85%

the products are well received by the customers.	1	0.85%
They always try to resolve any problem quickly.	1	0.85%
They are a little pushy when having to order special orders, I have to hold them for one week in advance.	1	0.85%
They are always very helpful.	1	0.85%
They do a great job!	1	0.85%
They work with the Manager	1	0.85%
This is supplier is very good. I just think sometime the time to have the order in could be done different when we are out of school.	1	0.85%
This supplier's performance is satisfactory.	1	0.85%
very good	1	0.85%
very good service	1	0.85%
very nice company, people I deal with go above and beyond	1	0.85%
Very please, always get delivery when promised. Driver very professional.	1	0.85%
We get frozen juice, also without proper labeling. Sometime product flavors are changed without due notice.	1	0.85%
When juice is substituted we dont get an email in advance to let us know.	1	0.85%
When they run out of a certain flavor, they will replace it with something the students don't particularly care for. If I order a lot of blue raspberry which the kids love they will replace with a lot of peach which the kids don't seem to like	1	0.85%
When you call they are always very helpful, the driver is friendly and helpful	1	0.85%
Wish they would put juice on shelf sometimes.	1	0.85%
x	1	0.85%
Total	118	100.00%

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Question 9 (Multiple select)*

118 of 118 respondents answered this question.

Do you get the products you order?

		Number of Respondents	Percent
Sometimes		4	3.39%
Most Times		114	96.61%

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Question 10 (Multiple select)*

118 of 118 respondents answered this question.

If the product ordered is not delivered, do you receive an acceptable substitution.

		Number of Respondents	Percent
Yes		96	81.36%
No		4	3.39%
N/A		18	15.25%

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Question 11 (Multiple select)*

118 of 118 respondents answered this question.

Are products delivered within acceptable expiration dates?

		Number of Respondents	Percent
Yes		116	98.31%
No		2	1.69%