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Survey: Supplier Evaluation - Flowers 2018 Bread

112 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	Multiple select	100.00%
Details Question 9	Multiple select	100.00%
Details Question 10	Multiple select	100.00%
Details Question 11	Multiple select	100.00%
Details Question 12	Multiple select	100.00%
Details Question 13	Free response	100.00%

A red asterisk (*) indicates required questions.

[top](#)

Question 1 (Multiple select)*

112 of 112 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	29	25.89%
Very Good	49	43.75%

Good	25	22.32%
Fair	7	6.25%
Poor	2	1.79%

[top](#)**Question 2 (Multiple select)***

112 of 112 respondents answered this question.

How do you rate the supplier in the following area:
Do you receive twice a week delivery if requested?

	Number of Respondents	Percent
All of the time	48	42.86%
Most times	24	21.43%
Sometimes	17	15.18%
Never	23	20.54%

[top](#)**Question 3 (Multiple select)***

112 of 112 respondents answered this question.

How satisfied are you with the supplier?

	Number of Respondents	Percent
Very Satisfied	47	41.96%
Satisfied	49	43.75%
Somewhat Satisfied	15	13.39%
Not Satisfied	1	0.89%

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

112 of 112 respondents answered this question.

How likely are you to recommend using this supplier?

	Number of Respondents	Percent
Definitely	53	47.32%
Probably	52	46.43%
Unlikely	5	4.46%
Very Unlikely	2	1.79%

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

112 of 112 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
All	72	64.29%
Most	35	31.25%
Some	5	4.46%
None	0	0.00%

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

112 of 112 respondents answered this question.

Based on your knowledge of products used in the school program how would you rate the quality?

	Number of Respondents	Percent
Excellent	37	33.04%
Very Good	46	41.07%
Good	27	24.11%
Fair	2	1.79%
Poor	0	0.00%

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

112 of 112 respondents answered this question.

Would you recommend using these products again?

	Number of Respondents	Percent
Definitely	58	51.79%
Probably	51	45.54%
Unlikely	3	2.68%
Very Unlikely	0	0.00%

[top](#)**Question 8 (Multiple select)***

112 of 112 respondents answered this question.

Do you get the products you order?

	Number of Respondents	Percent
All of the time	64	57.14%
Most Times	43	38.39%
Sometimes	5	4.46%
Never	0	0.00%

[top](#)**Question 9 (Multiple select)***

112 of 112 respondents answered this question.

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

	Number of Respondents	Percent
All of the time	47	41.96%
Most Times	39	34.82%
Sometimes	19	16.96%
Never	7	6.25%

[top](#)**Question 10 (Multiple select)***

112 of 112 respondents answered this question.

If there is a problem with the product or delivery, how often does the vendor take corrective action in a timely manner?

	Number of Respondents	Percent
All of the time	56	50.00%
Most Times	45	40.18%
Sometimes	10	8.93%
Never	1	0.89%

[top](#)**Question 11 (Multiple select)***

112 of 112 respondents answered this question.

How would you rate the Bread delivery personnel?

	Number of Respondents	Percent
Excellent	54	48.21%
Very Good	32	28.57%
Good	17	15.18%

Fair	7	6.25%
Poor	2	1.79%

[top](#)**Question 12 (Multiple select)***

112 of 112 respondents answered this question.

Is the product delivered in an acceptable manner?

	Number of Respondents	Percent
All of the time	78	69.64%
Most Times	33	29.46%
Sometimes	1	0.89%
Never	0	0.00%

[top](#)**Question 13 (Free response)***

112 of 112 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
?	1	0.89%
Always delivers on time.	1	0.89%
Augustine is a pleasure to work with.	1	0.89%
Better twice per week deliveries after a few complaints early in the year. Delivery man is pleasant but usually on the phone via bluetooth and does not interact very much personally.	1	0.89%
Both of my delivery guys are simply amazing, Eric and Chris make flowers bakery shine!	1	0.89%
Bread is fresh all the time Personnel is always kind	1	0.89%
bread is moldy sometimes	1	0.89%
Bread used to get mold fast but since I started putting it in the fridge it holds up fine.	1	0.89%
CEDRIC IS A GREAT POLITE VENDOR	1	0.89%
delivery personnel does not own up to his mistakes	1	0.89%
Delivery personnel refuses to deliver twice a week.	1	0.89%
Do not like the crumbs on top of the buns we get.	1	0.89%
Driver gives you more than ordered, have to refuse what is wrong, have to call call call to make sure he is bringing what he forgot. Driver is vey sweet though	1	0.89%
Driver sometimes does not want to deliver twice a week.	1	0.89%

Everything is fine.	2	1.79%
fine	1	0.89%
Flowers Bakery does not respond to any emergency orders.	1	0.89%
good	2	1.79%
Good customer service.	1	0.89%
HAVE PROBLEM GETTING SUB ROLLS MOST OF THE TIME	1	0.89%
He is ok If I forget to order he will try his best to get what I need.	1	0.89%
I am happy with my delivery man and I get what I ordered 95% of the time.	1	0.89%
i am satisfied with this vendor	1	0.89%
I AM VERY SATISFIED WITH PRODUCT AND MY DRIVER.	1	0.89%
I do not have any trouble with flowers, my driver Patrick is wonderful and very accommodating.	1	0.89%
I do not request a second delivery	1	0.89%
I don't have any problem	1	0.89%
I enjoy seeing my bread delivery suppliers on Monday. They have great customer service which makes it a pleasure to do business with them.	1	0.89%
I have a great delivery man.	1	0.89%
I have always been very satisfied.	1	0.89%
I have always received my order complete	1	0.89%
I have never had a substitution this year with my bread orderc	1	0.89%
I have no issues with my bread delivery. I have never not gotten exactly what I have ordered. Delivery is consistent and shows up around the same time every Monday,	1	0.89%
I LOVE MY BREAD GUY, BILL CORDES!!!!!!!!!!!!!!!!!!!!!!	1	0.89%
I never had any issues and if I was ever short my bread man made it happen for my school.	1	0.89%
I only order once a week.	1	0.89%
I think that the driver be hereby two pm	1	0.89%
If sort items, no replacement is ever given	1	0.89%
If you need extra they work with you	1	0.89%
Im satisfactory	1	0.89%
It is hard to get bread if in a jam	1	0.89%
its not	1	0.89%
keep up the good work	1	0.89%
i	1	0.89%
m	1	0.89%
my delivery day was changed by the driver not the school board	1	0.89%

My delivery man said he can only deliver once a week.	1	0.89%
mY DRIVER IS ALWAYS HELPFUL AND ON TIME.	1	0.89%
My driver Tony is awesome and wonderful.	1	0.89%
My Product is always on time.	1	0.89%
N/A	10	8.93%
NA	3	2.68%
need bread without the grain on top makes mess on line	1	0.89%
Never can get 2 deliveries Ask for slice rolls always getting non sliced rolls CAN NOT READ EXPIRATION DATE stamped on top in same color as package.	2	1.79%
NO ADD INFO	1	0.89%
NO DELIVERY TWICE A WEEK, WILL BE HELPULL.	1	0.89%
no problems	3	2.68%
No problems.	1	0.89%
None	7	6.25%
none	1	0.89%
Not Happy with the driver. Not friendly or helpful at all.	1	0.89%
ok service	1	0.89%
okay, just need to make sure that he does a better job with giving the correct amount	1	0.89%
order are sometimes forgotten	1	0.89%
Our bread man Julio is the best.	1	0.89%
Our driver is very nice	1	0.89%
our driver Michael is great	1	0.89%
Overall the supplier great.	1	0.89%
previous driver was always late/ or didn't show until following day, but recently got a new driver and he's good	1	0.89%
satisfactory	1	0.89%
Sometimes i get no rolls for meals needed and there are no substitutions	1	0.89%
sometimes i get shortage on sub rolls	1	0.89%
supplier is good	1	0.89%
Thanks	1	0.89%
The buns this year are not as good a quality as last year. when I have asked for to deliver I am told ya sure sure but it is brought all on Monday I gave up.	1	0.89%
the delivery person can be a little nicer and more respectful..and not try and make excuses about the amounts of sub rolls he sends me when I order one amount and he brings me a different amount .	1	0.89%

the delivery person insist in one delivery day and the bread dont stay fresh until Friday.	1	0.89%
The only thing I don't like about the bread is the wheat flakes that are on the top of the buns. They are messy on the serving line.	1	0.89%
The supplier and delivery guys are great, the product is not too tasty and students and staff complain all the time about it. It is dry, maybe there are otherw whole wheat options which can be more appealing and tasty?	1	0.89%
The supplier if very flexible	1	0.89%
There is none to share	1	0.89%
They have been very understanding and always helpful.	1	0.89%
this service is great	1	0.89%
Twice I've had my sub rolls cut by the bakery. The delivery guy told me he had no idea why...	1	0.89%
very accommodating	1	0.89%
VERY GOOD	1	0.89%
very nice and helpful if needed.	1	0.89%
we need to order white bread for the kids do not eat wheat or have allergies	1	0.89%
when you order slice rolls you never get them they always have to be cut in order to make a sandwich for the students	1	0.89%
yes	1	0.89%
Total	112	100.00%

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