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Brochures****[Surveys >>](#) Survey Results**Welcome, **FOOD & Nutrition Services** [Help](#)Switch to: [View by respondent](#)**Survey:** Supplier Evaluation Mac Edwards 2018 - Produce

162 respondents took this survey.

**Question Summary**

	Question	Question Type	% of Respondents Submitting
<a href="#">Details</a>	Question 1	Multiple select	100.00%
<a href="#">Details</a>	Question 2	Multiple select	99.38%
<a href="#">Details</a>	Question 3	Multiple select	98.77%
<a href="#">Details</a>	Question 4	Multiple select	98.77%
<a href="#">Details</a>	Question 5	Multiple select	99.38%
<a href="#">Details</a>	Question 6	Multiple select	99.38%
<a href="#">Details</a>	Question 7	Multiple select	99.38%
<a href="#">Details</a>	Question 8	Multiple select	98.77%
<a href="#">Details</a>	Question 9	Multiple select	100.00%
<a href="#">Details</a>	Question 10	Multiple select	100.00%
<a href="#">Details</a>	Question 11	Free response	36.42%

[top](#)**Question 1 (Multiple select)**

162 of 162 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	39	24.07%
Very Good	52	32.10%
Good	46	28.40%
Fair	24	14.81%

Poor	1	0.62%
		<a href="#">top</a>

**Question 2 (Multiple select)**

161 of 162 respondents answered this question.

How do you rate the supplier in the following area:  
Delivery as Scheduled?

	Number of Respondents	Percent
Excellent	35	21.74%
Very Good	44	27.33%
Good	52	32.30%
Fair	22	13.66%
Poor	8	4.97%

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

160 of 162 respondents answered this question.

How satisfied are you with the supplier?

	Number of Respondents	Percent
Very Satisfied	32	20.00%
Satisfied	75	46.88%
Somewhat Satisfied	45	28.12%
Not Satisfied	8	5.00%

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

160 of 162 respondents answered this question.

How likely are you to recommend using this supplier?

	Number of Respondents	Percent
Definitely	43	26.88%
Probably	89	55.62%
Unlikely	23	14.38%
Very Unlikely	5	3.12%

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**Question 5 (Multiple select)**

161 of 162 respondents answered this question.

Based on your knowledge of produce used in the school program how would you rate the overall quality? Be mindful that produce is more sensitive than other products purchased. Occasional quality issues may be related to growing seasons, weather conditions, ect. outside of the vendors control.

	<b>Number of Respondents</b>	<b>Percent</b>
Excellent	15	9.32%
Very Good	47	29.19%
Good	61	37.89%
Fair	32	19.88%
Poor	6	3.73%

[top](#)

**Question 6 (Multiple select)**

161 of 162 respondents answered this question.

Do You get the products you order?

	<b>Number of Respondents</b>	<b>Percent</b>
All of the time	25	15.53%
Most Times	117	72.67%
Sometimes	18	11.18%
Never	1	0.62%

[top](#)

**Question 7 (Multiple select)**

161 of 162 respondents answered this question.

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

	<b>Number of Respondents</b>	<b>Percent</b>
All of the time	31	19.25%
Most Times	61	37.89%
Sometimes	51	31.68%
never	18	11.18%

[top](#)

**Question 8 (Multiple select)**

160 of 162 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?

	<b>Number of Respondents</b>	<b>Percent</b>
All of the time	72	45.00%
Most Times	58	36.25%
Sometimes	26	16.25%
Never	4	2.50%

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**Question 9 (Multiple select)**

162 of 162 respondents answered this question.

How would you rate the Mac Edwards delivery personnel?

	<b>Number of Respondents</b>	<b>Percent</b>
Excellent	42	25.93%
Very Good	51	31.48%
Good	40	24.69%
Fair	24	14.81%
Poor	5	3.09%

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**Question 10 (Multiple select)**

162 of 162 respondents answered this question.

Is the product delivered in an acceptable manner?

	<b>Number of Respondents</b>	<b>Percent</b>
All of the time	41	25.31%
Most Times	89	54.94%
Sometimes	29	17.90%
Never	3	1.85%

[top](#)

**Question 11 (Free response)**

59 of 162 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?

<b>Number of Respondents</b>	<b>Percent</b>
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Sometimes you order ripe bananas and they come green not able to use for days and sometimes they go bad fast,auto deliveries of items sometimes they deliver a week before is on menu,and it goes bad.	1	1.69%
A lot of times the chopped Romain lettuce is very wet and does not hold up. I had to quit ordering bananas because they would come in green and by the time they ripened they were mushy.	1	1.69%
Bananas have come in green and wont turn yellow, sliced items come in chopped and cut items are not consistent.	1	1.69%
Customer Service could be better, they are not so nice on the phone. Delivery people are always extremely helpful and honest about good/bad product.	1	1.69%
delivery driver is always late, missing products often, quality of produce is not good. (slimmy lettuce after 1 day)	1	1.69%
delivery person has to be checked all of the time, sometimes they do not leave what you order. The quality off the bananas are not good, they come in too green when I ordered ripped or to ripped and soft, the drivers are not friendly or courteous.	1	1.69%
Do not like the new ordering website.	1	1.69%
Do not like the new website at ALL! Its horrible....	1	1.69%
Easy to communicate with and quick to assist every time. Excellent.	1	1.69%
Excellent customer service.	1	1.69%
Great driver excellent customer service when calling them shout out to Janell, hope I spelled that right	1	1.69%
had problems with the drivers not giving me what is ordered	1	1.69%
I am a high school but my delivery does not come till almost 9 am. This keeps us from producing the quantity needed. Produce is not always fresh.	1	1.69%
I don't like precut , automatic veggies delivered for special recipes, because I may have received 20# of automatic mini red peppers and in comes over prices precut red and green peppers when I could used the other ! Sometimes special cut fruit, pineapple pushups come in on Thursday and expire by Monday but we already had fresh fruit ordered!	1	1.69%
i feel the quality of the fruit and vegetable ould be better, personal is great, time manner is great but quality of products need to be a lot better. Some vegetables come in looking old and tasting old. Lettuce looks brown at times, vegetable don't last long , they go bad quickly	1	1.69%
I have to carefull watch my new delivery guy. He has only made a perfect delivery twice this year. Every other delivery I have had to send him back to the truck to find something he shorted or explain how quantity amounts work. Three time this year, he has delivered me food that should go to another school and at least once my food has gone to another school. The customer service on the phone is always helpful and considerate.	1	1.69%
I personally do not like the automatic ordering, I also do not like when they send items with out letting us know, we do not get to cut down orders because we are not aware things are coming, like grapes, pineapple spears. ect..	1	1.69%
Items often short on invoices. They started out as a great vendor. They've declined in the past year.	1	1.69%

Jene is great at customer service, she always works with me when I have questions or concerns. When orders are delivered sometimes the items are not in the pre-packed boxes for my school, so the delivery guy has to look for those items in other boxes to complete my order. I am a Friday delivery school and sometimes your products do not last until Monday or Tuesday if no school on Monday.	1	1.69%
Most of the time delivery is late.	1	1.69%
N/A	1	1.69%
no problem	1	1.69%
Order not on time, produce not a great quality.	1	1.69%
overall customer service Excellent!! If there is a problem they fix it!!	1	1.69%
Please find us a new company our customers deserve so much more.	1	1.69%
problems with delivery person, the last one was let go as he was always on the phone and bringing the wrong stuff... always trying to rush us...	1	1.69%
Produce is not of good quality. Most times it comes in already looking lousy. Almost as if it was frozen and thawed.	1	1.69%
Produce need to be delivery business hour. 6:00 Thu business not after school is out.	1	1.69%
Produce on some occasions deliver after my work hours even though they put in a call to see if someone is still here on the campus. I think produce needs to work on getting their deliveries to the school on time, but overall I'm pleased with Mac Edwards Produce Company.	1	1.69%
Product, Have great people working for them, always helpfull	1	1.69%
Products are not always up to par,delivery folks not trained great ,wrong products brought in the door,and not always getting enough of special items.	1	1.69%
PRODUCTS SUCH AS CHOPPED & SHREDDED LETTUCE START TO SPOIL WITHIN 2 DAYS OF DELIVERY.	1	1.69%
Quality issues and delivery person assigned to my schools rushes and makes mistakes. Also, not nice with the ladies checking in order because he is always in a hurry to leave.	1	1.69%
question #2 dual manager- at times I have to leave one school to go to another school due to the ladies have left for the day (1:15). Is it possible to change route?	1	1.69%
Salad is wet delivery comes at the end of day on schedule days.	1	1.69%
SATISFIED	1	1.69%
Seems like overall the quality is not as good as it use to be.	1	1.69%
sometime the lettuce is not up to par	1	1.69%
sometimes I ask to be delivered early and they say the high schools have priority. Some items I have sent back. There is a language barrier at times	1	1.69%
sometimes the driver doesn't understand us to good.	1	1.69%
sometimes they will send the lettuce with no tomato and it comes together. just one example	1	1.69%
The company needs to deliver before 2pm.Drivers should be able to communicate in English with managers.	1	1.69%

The corn is most times not good	1	1.69%
the delivery guy is not too friendly and comes at the end of the day, these couple weeks we have not gotten some of our products, quality is ok sometimes it doesn't last more than 2 days or sometimes the product is not ripe at all and tastes horrible (papaya, honeydew)	1	1.69%
the delivery man we have regularly is always running late. he will call to make sure someone is going to be there to receive the delivery. The product is very poor quality at times, and because we are such a late delivery time, we are usually told that they can not guarantee re delivery of fresh product first thing in the morning. This leads to us not having the proper product on the line. there are times that we are short fresh fruit, such as sliced apples and no replacement is sent. I do not remember having as many problems with product issues and quality with the produce connection.	1	1.69%
the driver gets here at 2:00 and just drops the produce off there is room to put it an the racks but just drops it I'm his last stop and he doesn't always have everything	1	1.69%
the drivers are very nice	1	1.69%
The office personnel are not friendly. I think her name is Ariel? (not sure). It takes a long time to sort thru the lettuce and spinach to pick out the bad pieces. Lots of loss and waste	1	1.69%
The produce is not of good quality. Cannot get green bananas to use for the following Monday. Produce does not last for the time that we need it.	1	1.69%
The quality of the produce that we get in is fair at best. It doesn't last from Friday to Monday some of the time. I am very dissatisfied with this vendor. I have thrown out more produce than I ever have over the thirteen years of being a manager, this year.	1	1.69%
THE ROMAINE CHOPPED LETTUCE IT DOES NOT LAST ALSO IT COMES IN BAD THE SLICE APPLES DO NOT LAST LONG.	1	1.69%
their lettuce sometime is very poor, oranges, apple slices is very poor.	1	1.69%
There are times when they change the order or add items that were not ordered.(not the pre-ordered cut items)	1	1.69%
They deliver bad produce all the time put things in the wrong boxes as if we have time to open each box to check I mean this company need a lot of fixtures.	1	1.69%
They never deliver a completed order.	1	1.69%
very good, reliable and friendly people	1	1.69%
We need a new produce vendor. The produce quality is sub par.	1	1.69%
When item comes in we use, but sometime product is not good. But they do make sure we are taking care of.	1	1.69%
yes	1	1.69%
Total	59	100.00%

