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**Survey:** Supplier Evaluation - Frozen Treats 2018 - Milk

168 respondents took this survey.

**Question Summary**

Question	Question Type	% of Respondents Submitting
<a href="#">Details</a> Question 1	Multiple select	97.62%
<a href="#">Details</a> Question 2	Multiple select	97.62%
<a href="#">Details</a> Question 3	Multiple select	97.62%
<a href="#">Details</a> Question 4	Multiple select	97.62%
<a href="#">Details</a> Question 5	Multiple select	98.81%
<a href="#">Details</a> Question 6	Multiple select	97.62%
<a href="#">Details</a> Question 7	Multiple select	98.21%
<a href="#">Details</a> Question 8	Multiple select	99.40%
<a href="#">Details</a> Question 9	Multiple select	97.62%
<a href="#">Details</a> Question 10	Multiple select	98.81%
<a href="#">Details</a> Question 11	Multiple select	97.02%
<a href="#">Details</a> Question 12	Multiple select	98.81%
<a href="#">Details</a> Question 13	Free response	22.02%

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**Question 1 (Multiple select)**

164 of 168 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	34	20.73%
Very Good	74	45.12%
Good	47	28.66%

Fair	8	4.88%
Poor	1	0.61%

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

164 of 168 respondents answered this question.

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

	<b>Number of Respondents</b>	<b>Percent</b>
Excellent	57	34.76%
Very Good	70	42.68%
Good	35	21.34%
Fair	2	1.22%
Poor	0	0.00%

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

164 of 168 respondents answered this question.

How satisfied are you with the supplier?

	<b>Number of Respondents</b>	<b>Percent</b>
Very Satisfied	56	34.15%
Satisfied	94	57.32%
Somewhat Satisfied	13	7.93%
Not Satisfied	1	0.61%

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

164 of 168 respondents answered this question.

How likely are you to recommend using this supplier?

	<b>Number of Respondents</b>	<b>Percent</b>
Definitely	73	44.51%
Probably	87	53.05%
Unlikely	4	2.44%
Very Unlikely	0	0.00%

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

166 of 168 respondents answered this question.

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

	<b>Number of Respondents</b>	<b>Percent</b>
Excellent	41	24.70%
Very Good	83	50.00%
Good	40	24.10%
Fair	2	1.20%
Poor	0	0.00%

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

164 of 168 respondents answered this question.

Would you recommend using these products again?

	<b>Number of Respondents</b>	<b>Percent</b>
Definitely	76	46.34%
Probably	86	52.44%
Unlikely	2	1.22%
Very Unlikely	0	0.00%

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

165 of 168 respondents answered this question.

Do you get the products you order?

	<b>Number of Respondents</b>	<b>Percent</b>
All of the time	76	46.06%
Most Times	86	52.12%
Sometimes	3	1.82%
never	0	0.00%

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

167 of 168 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	69	41.32%
Most Times	76	45.51%
Sometimes	16	9.58%
never	6	3.59%

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#### **Question 9 (Multiple select)**

164 of 168 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	81	49.39%
Most Times	70	42.68%
Sometimes	10	6.10%
never	3	1.83%

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#### **Question 10 (Multiple select)**

166 of 168 respondents answered this question.

Based on your knowledge of milk coolers, how is the quality of the Frozen Treats milk coolers?

	<b>Number of Respondents</b>	<b>Percent</b>
Excellent	20	12.05%
Very Good	43	25.90%
Good	51	30.72%
Fair	24	14.46%
Poor	11	6.63%
NA	17	10.24%

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#### **Question 11 (Multiple select)**

163 of 168 respondents answered this question.

How would you rate the Frozen Treats Milk delivery personnel?

<b>Number of Respondents</b>	<b>Percent</b>
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Excellent	79	48.47%
Very Good	51	31.29%
Good	26	15.95%
Fair	7	4.29%
Poor	0	0.00%

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

166 of 168 respondents answered this question.

Is the product delivered in an acceptable manner?

	Number of Respondents	Percent
All of the time	108	65.06%
Most Times	55	33.13%
Sometimes	3	1.81%
Never	0	0.00%

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

37 of 168 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
Customer Service is just ok	1	2.70%
Customer service is poor. When you call to add or decrease an order the representatives are always rude and like to make you feel stupid.	1	2.70%
Delivery Person is very nice.	1	2.70%
Did not care for Donny at all , was very rude and unprofessional...Fred is a very nice guy....glad you made the change...	1	2.70%
Frozen fruit cup items menued too close together. Takes up too much freezer space. Maybe offer them only twice a month instead of 4.	1	2.70%
I am the last delivery stop. Occasionally I am shorted milk because my milk is given to other schools because they needed extra milk. I never receive extra milk if requested. Sometimes the shorted milk will be redelivered. Milk is not always rotated and must be watched carefully. Invoices are left in all different places. I have to search my kitchen on some mornings looking for it. It has been found a few times on the bottom of the milk box stuffed inside a milk crate.	1	2.70%
I have no issues with the company.	1	2.70%
I have no problem, all is good	1	2.70%

I have received milk this year with the carton half empty	1	2.70%
I love my delivery guy...Larry. Always kind and helpful.	1	2.70%
I love my milk Driver TIM he is great. Milk cooler hinges suck and when they break it takes 2+ weeks and phone calls for them to be fixed. Should be a priority not our fault they do not last this is a school we can not watch everything. been almost 2 weeks now still waiting for mine to be fixed.	1	2.70%
I love this company	1	2.70%
I love this company. They are excellent.	1	2.70%
I needed a credit for milk and it took me about a week to receive it. Milkman seems overwhelmed when he has to deliver juice also.	1	2.70%
I still do not have milk coolers from Frozen Treats. Milk dates are not chronological in date. eg. Monday 1/30, Tuesday 1/29 for white milk expiration dates.	1	2.70%
I Thank my driver David, he is the best.	1	2.70%
Just shows up later than 2:15 on what seems to be becoming a weekly basis. Most Elementary schools have no one there after 1:45 and at 2:00 or 2:15 Managers leave.	1	2.70%
Larry and David are exceptional	1	2.70%
Marcus is respectful, kind, and pleasant to staff all of the time.	1	2.70%
Milk box has ice build up. Milk sometimes not rotated.	1	2.70%
My Milk fridge has had a few problems already this school year. My ice cream fridge does move very well and is extremely difficult to maneuver. My Juice and Ice cream delivery driver never helps put the product away and ALWAYS shows up after 2pm. Frank is very helpful and always attentive. My New milk delivery guy puts the milk 5 high even after Frank told him only 4 high. Terry used to deliver my milk i like him better.	1	2.70%
N/A	2	5.41%
NA	1	2.70%
need to stack the milk so it wont fall	1	2.70%
no problem	1	2.70%
no problems	1	2.70%
satisfactory	1	2.70%
Taneisha at the district office is the best. Andrea my delivery driver is always courteous and nice. I like Frozen Treats Company	1	2.70%
The best Choice food service ever made	1	2.70%
The best supplier we have.	1	2.70%
The delivery men for the juice is Unsatisfactory, he comes and drops 44 cases in the middle of the kitchen and leaves always says its not his job, all I am asking is you pull in the refrigerators. and put the ice cream in the ice cream box. I just think its just impossible for us to put or carry all those juices to the proper area.	1	2.70%
the employees that answer the phone are AMAIZING. Our delivery person kind of rude.	1	2.70%

The main complaint is when they run out of a flavor they send whatever else to replace. It would be better to get an email to ask what flavor you might want, or to allow you to then cut back on the order. if i order strawberry and don't get it I would prefer chocolate to replace it not extra white milk.	1	2.70%
The milk box always has excessive ice build up. Even after all the ice is removed it comes right back the next day.	1	2.70%
The only trouble we run into is if there is a emergency and we need milk frozen treats can not get it to you in time. you have to go to other schools and borrow.	1	2.70%
they need to rotate there milk sometimes they bring in later dates than what they brought the day before for instant they give me milk dated the 20th and the next day they bring milk dated 15th	1	2.70%
Total	37	100.00%

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