

VENDOR PERFORMANCE REVIEW FORM

Please provide feedback on the following company based on your experience with them as a vendor. Your feedback is an important part of our review and selection process. To report major vendor problems, please use the *Vendor Complaint Form* so that the Purchasing Department may assist you in resolving those problems.

Vendor Name:	Sales Representative:
Was there a specific Bid or Contract for this purchase?	PO#:
Today's Date:	Campus/Department:
Campus/Department Contact Name:	Campus/Department Contact Phone #:

CUSTOMER SERVICE	YES	NO	N/A
1. Vendor representative has good product knowledge			
2. Vendor's staff was proactive in handling issues			
3. Customer experienced outstanding service			
4. Phone calls or e-mail was returned promptly			
DELIVERY			
5. Satisfied with order completion timeliness			
6. Satisfied that back-orders were completed promptly; If no, please state expectation that was not met.			
SALES AND SUPPORT AREA			
7. Satisfaction with staff			
8. Satisfaction with your ability to contact company			
9. Satisfaction with problem resolution			
10. Satisfaction with warranty or replacements			
OVERALL SATISFACTION			
11. Provide a numerical rank of your recommendation regarding this vendor/dealer (a high evaluation is a recommendation to continue working with this vendor) on a scale of 1-5, with 5 being very satisfied, and 1 meaning very dissatisfied.			
12. Other comments about your experience			

Please fax, email or send inter-campus mail to:

Diane Billmeier, Purchasing Supervisor
 Fax: 817-949-8292
 Phone: 817-949-8257
 Email: diane.billmeier@southlakecarroll.edu