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Procurement is getting ready to launch its new Customer Satisfaction Survey.

(May 13, 2008)—Procurement’s new electronic customer satisfaction survey, scheduled to begin in May 2008, will allow users to rate the level of service provided for various acquisitions.

These survey forms will be generated based on the dollar amount and type of services provided and automatically emailed to the project managers whenever a new procurement is completed.

Approximately 18,000 contracts and purchase orders are generated each year by Procurement staff, and about 7% of these orders will generate a survey which will allow the department to better assess its clients’ needs.

The questionnaires will seek information on overall satisfaction, communication, problem solving and timeliness.

Among the feedback requested are:

- Rate the overall service you received.
- Rate the problem solving ability of the staff.
- Rate the response to client need and timeliness.

The Procurement and Material Management department is looking forward to everyone’s participation to help us improve the quality of service.