

Vendor Performance Evaluation

It has come to the attention of the University of Connecticut Purchasing Department that you recently placed an order with . To that end, we ask that you take a moment and rate your experience with this vendor. Please complete the questionnaire below and return your responses to the Purchasing Department, Attention: Lisa Riley at Unit 6076. Thank you for helping us improve our service to you.

Using a rating system of 1-5 (1 being satisfied – to 5 being extremely dissatisfied), please answer the following questions:

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| 1) Was this your first order with this particular vendor? | Yes | No |
| 2) If you had questions on your order, did the Vendor assist you in answering your questions?
Please rate: (1-5) | Yes | No |
| 3) Was an appointment, or some form of follow-up necessary to complete your order? If so, did you receive assistance in a timely manner?
Please rate: (1-5) | Yes | No |
| 4) How long did it take for your order to be delivered?
Please rate: (1-5) | | |
| 5) Was the delivery made on time? | Yes | No |
| 6) Are you satisfied with the quality of your purchase?
Please rate: (1-5) | Yes | No |
| 7) Did you experience any billing issues?
Please rate: (1-5) | Yes | No |
| 8) Would you use this vendor for future purchases?
Please rate: (1-5) | Yes | No |
| 9) Would you recommend this vendor to other departments? | Yes | No |

Comments:

Name:
(optional)
Phone #:

Department: