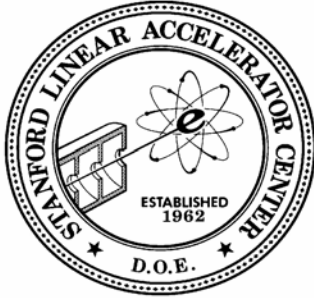


EXHIBIT II



SLAC PURCHASING DEPARTMENT SURVEY

Date: July 19, 2004
To: Selected Requestors
From: Robert S. Todaro
Purchasing Officer
Subject: Requestor Transactional Survey

This survey will be used to obtain your perceptions in regards to the Purchasing Department and assess the manner in which we meet your expectations. Some of the questions are specific to the purchase order designated, while others are general in your overall assessment of the functions provided by the Purchasing Department. Upon completion, please submit your responses back to Kimberly Swanson by August 2, 2004.

Purchase Order #: _____
Buyer: _____

Please rate the extent to which you agree with each statement on the following scale:

5=Strongly Agree 4=Mostly Agree 3=Agree 2=Somewhat Disagree 1=Strongly Disagree 0=No Opinion

TIMELINESS

- A. The purchase order was placed in a timely manner. _____
- B. The purchased material and/or service was received on time. _____
- C. The Buyer was highly motivated and committed to supporting the Laboratory's scientific mission.

QUALITY

- A. The purchased material and/or service was received in accordance with the purchase requisition requirements. _____

SCHEDULE

- A. The buyer was able to meet my schedule for acquisition of the material and/or services. _____
- B. The buyer was supportive of project schedule requirements. _____

BEST VALUE

- A. The buyer got the order placed in an efficient and cost effective manner. _____

EXHIBIT II

COMMUNICATIONS

- A. The buyer returned my calls and e-mail promptly. _____
- B. The buyer was quick to communicate any information which impacted my work. _____
- C. The buyer answered questions courteously and knowledgeably. _____

PERFORMANCE AGAINST STANDARD/COMMITMENT

- A. The buyer exhibits flexibility and a “can do” attitude while maintaining the highest levels of integrity and ethics. _____
- B. There is a high degree of respect between the buyer and myself (as the customer). _____
- C. The buyer demonstrates that he/she truly care about providing good service. _____

OVERALL SATISFACTION

- A. Purchasing personnel are knowledgeable and well-trained in the products and/or services they procure. _____
- B. The buyer understood and was responsive to my specific needs. _____
- C. As the customer, I appreciated the buyer’s efforts and know that he/she will make every effort to meet my needs whenever possible. _____
- D. The buyer does as he/she says and follow through on his/her promises. _____