



SLAC PURCHASING DEPARTMENT SURVEY

Date: July 24, 2006
To: All Operators
From: Robert S. Todaro
Purchasing Officer
Subject: Survey of Purchasing Level of Service to Operators

The Purchasing Department is currently measuring its performance for Fiscal Year 2006. Please complete the following survey by replying via email to Kimberly Swanson by July 28, 2006. Thank you for your time and participation.

Please place an 'X' next to the response most in accordance with your level of agreement with each of the following statements:

1. You believe you are sufficiently trained by the Purchasing Department representative to efficiently perform your Operator duties.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
2. When dealing with PeopleSoft Purchasing software, the Purchasing representative responds to your questions and/or problems in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
3. Your questions are thoroughly answered and clearly explained
 Strongly Agree Agree Neutral Disagree Strongly Disagree
4. You believe you are kept current on PeopleSoft upgrades and enhancements of the Purchasing software.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
5. The Purchasing Representative responds to my voicemails and emails in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
6. You feel that you are treated as a professional by the Purchasing Representative.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
7. Overall, as an Operator you are satisfied with the customer service provided.
 Strongly Agree Agree Neutral Disagree Strongly Disagree