

## Exhibit II

### Purchasing Department

### Transactional Survey (For The Requestor)

**This survey** will be used to obtain your perceptions regarding the Purchasing Department and assess the manner in which we meet your expectations. Some of the questions are specific to the purchase order designated below and some are general in your overall assessment of Purchasing functions.

**Specific Purchase Order No.** \_\_\_\_\_

#### TIMELINESS

A. The purchase order was placed in a timely manner.

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

B. The purchased material and/or services was received on time.

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

C. The Buyer was highly motivated and committed to supporting the Laboratory's scientific mission.

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

#### QUALITY

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

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

B. Purchasing forms, terms and conditions, and reference materials are clear, concise and readily available.

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

#### SCHEDULE

A. The Buyer was able to meet my schedule for acquisition of the material and/or services.

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

B. The Buyer was supportive of project schedule requirements.

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

**BEST VALUE**

A. The Buyer got the order placed in an efficient and cost effective manner.

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

**COMMUNICATIONS**

A. The Buyer returned my calls and e-mail promptly.

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

B. The Buyer was quick to communicate any information which impacted my work.

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

C. The Buyer answered questions courteously and knowledgeably.

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

**PERFORMANCE AGAINST STANDARD/COMMITMENT**

A. The Buyer exhibits flexibility and a “can do” attitude while maintaining the highest levels of integrity and ethics.

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

B. There is a high degree of respect between the Buyer and myself (as the customer).

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

C. The Buyer shows they really care about giving good service.

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

**OVERALL SATISFACTION**

A. Purchasing personnel are knowledgeable and well trained in the products or services they procure.

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

B. The Buyer understood and was responsive to my specific needs.

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

C. As the customer, I appreciated the Buyer’s efforts and know that he/she go all out to meet my needs whenever possible

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

D. The Buyer does what he/she say they will do and follow thru on their promises.

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