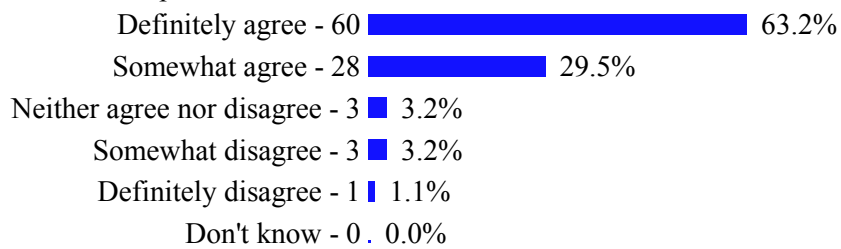
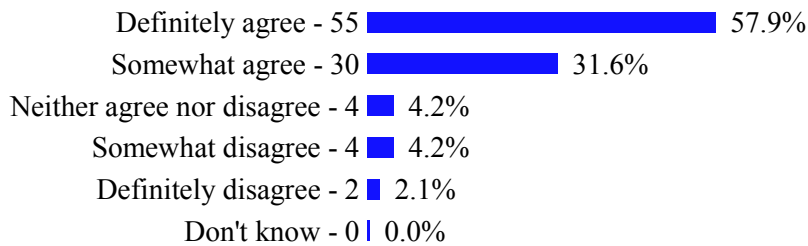


UCSB
PURCHASING CUSTOMER SERVICE SURVEY
October 2002

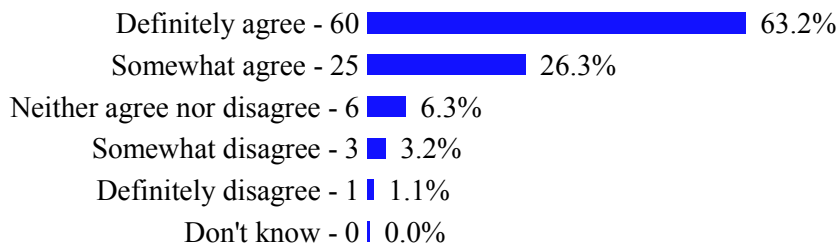
1. Staff are courteous and professional.



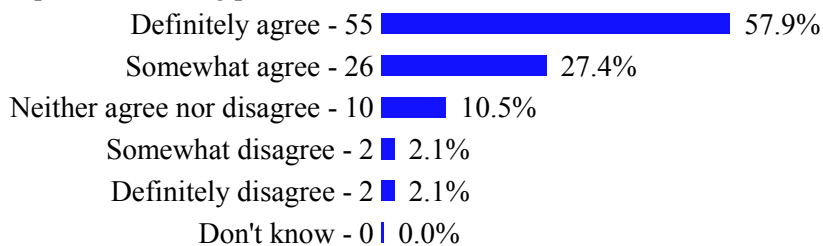
2. Staff provide quality advice.



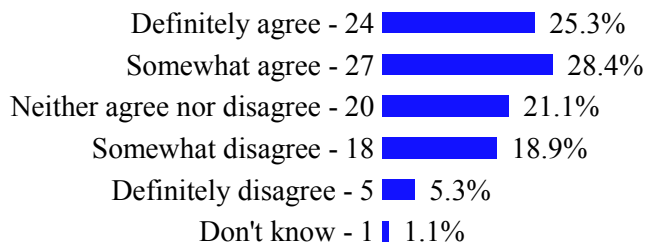
3. Staff have the knowledge to answer my questions.



4. Staff are helpful in resolving problems.

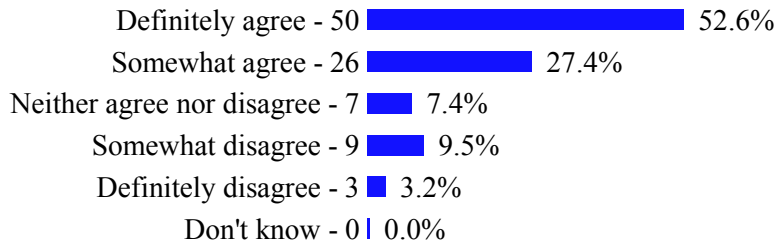


5. Adequate training is provided on policies and procedures.

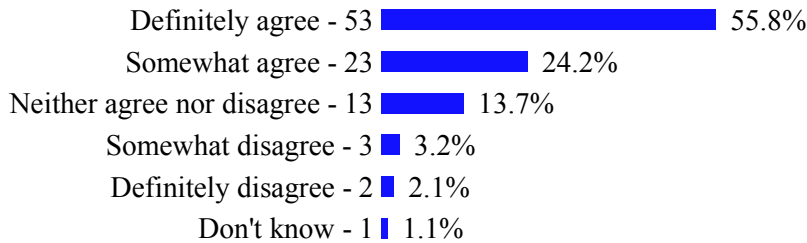


6. What kind of training would you like to see us offer on campus? See Comments below.

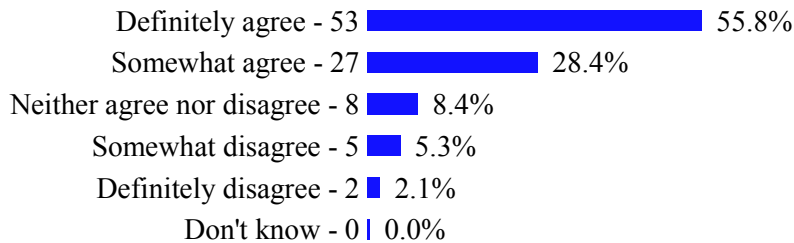
7. Work is processed in a timely fashion.



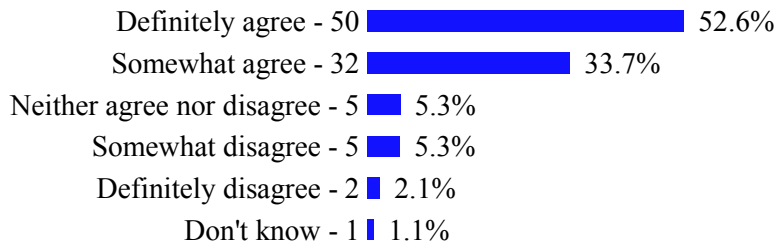
8. Overall quality of customer service is high.



9. Staff demonstrates a willingness to offer assistance.

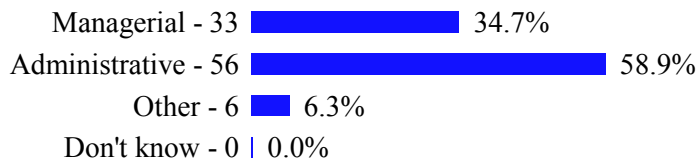


10. My communications (phone calls, e-mails, etc.) are answered in a reasonable amount of time.

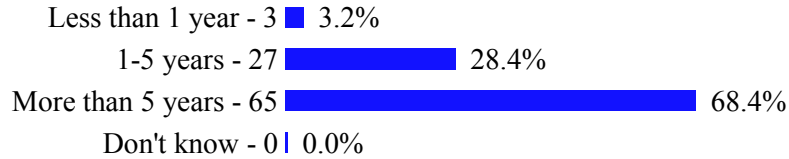


11. If you could change, add, or improve any aspect of Purchasing services, what would it be? See Comments below.

12. Generally, do you consider your role at UCSB to be -



13. How long have you been working at UCSB?



14. Do you have any comments you wish to add? See Comments below.

PURCHASING SURVEY COMMENTS

Question: 6 What kind of training would you like to see us offer on campus?

Rex training Vendor Blanket processing
What we can and cannot purchase.
Perhaps a periodic listserve to draw attention to information and policies on your web site for clarification of certain issues, e.g. restricted items such as contracts; situations requiring insurance; and other areas in which Purchasing and Business Services overlap. Also more formal periodic training on the RX system might be helpful.
More information on procedures for leasing equipment.
A course on purchasing policies and procedures.
Purchase Requisition System Department Responsibilities for Low Values over \$500
I don't know of ANY training being offered on the purchasing system. Ongoing training on REX would be nice, as well as inventory rules, procedures.
How to use the on-line system.
Workshops on policies and processing paperwork would be helpful.
Training classes for the LVN and PO
Personal Service Agreements, Vendor Blankets, and Complete.
Policies and procedures related to purchasing in the form of training and website. Training on rex system in the form of classes that you could sign up for.
Perhaps more info on your web page so we don't have to call for help
It has been a long time since there has been any training on Purchasing so I think it would be a good idea to offer a class that covers the basics, including when to use low values, SB's, VB's, etc, what people can buy, etc.
Would like to see you update your user guide so that it will help with policies, procedures and guidance in maneuvering within the system. When we were trained I was given a user guide and told that it was outdated and it probably would not help if I had any problems. We have just started using your on line purchasing system. It is not very user friendly.
What I should know about completing a Purchase Order Requisition. What data does Purchasing need on the PO Req? How can I check on the status of the PO Req I submitted?

Requisition Express Purchasing Policies for Managers
More training on on-line purchase orders. Like when you added the bit about having to put in equipment custody code numbers, we weren't told we had to do it, or how to do it. And the REX manual is unreadable.
Purchasing training at the departmental level.
It isn't that easy to receive training in the online purchase order submission. It is not clear how to go about receiving this training.
To be informed of changes as it pertains to items such as tax. Agreements with storage vendors.
Class on Purchasing Policies
Purchasing procedures & policies
A course on Complete and how to enter in a Requisition properly. How to view the requisition, as you do before you print it out.
Some joint training by Purchasing and Accounting regarding Personal Services Agreements vs. Vendor Blankets, etc. Also joint training on stipends and supporting documentation for participant support. These rules have changed and unfortunately the departments have not received adequate training.
Training on computerized purchase order tracking system
I wouldn't mind being able to print out my PO with my comments, and items, and budget info all on one summary. Maybe this is possible; I don't know how to do it.
Classes on RX with refresher courses.
I might have an advantage because I worked with these folks for years and I just call directly for information. We handle some very complicated issues i.e. purchasing vehicles via loans from outside agencies. I am very pleased with the assistance I receive.
When outside bidding is needed. Object codes on low value authorizations. When to use sub 3 and sub 4 when ordering stuff and how to transfer expenses from one sub to another.
I don't recall ever seeing any kind of training, so someone who is new to a position and required to work with purchasing, general training would be great. I am aware that on-line purchasing training can be scheduled.
A Basic overview for new employees, going over limits, how Purchasing wants paperwork, etc. instead of relying on the different depts. to pass on the information.
classes on Requisition Express
All functions available through alln01.
The manual for the purchase req system on ALLN01 needs to be re-written so that it is more helpful. It's not user friendly, too much detail, too hard to follow, too hard to find what you are looking for. Sometimes the program makes no sense when you get stuck. Hands-on training is needed along with a readable set of 'how to' details.
Basic Purchasing
None. Really, you've got the whole thing wrong. The question you should be asking is what kind of training would you recommend that WE AT PURCHASING should receive, either from the departments we serve or

elsewhere.

Perhaps a general class on the policies and procedures pertaining to purchasing. If there is such a class, I'm not aware of it.

I believe Purchasing just needs to work with each campus department, to do whatever is required to purchase new items or equipment at the cheapest rates and with a quick return.

Question: 11 If you could change, add, or improve any aspect of Purchasing services, what would it be?

N/A

PO processing confirmation. You never know when your item has been ordered. A email saying your REQ # order has been place possibly delivery date is _____ Normally you have to wait 2 weeks to get the Po copy in the mail to know if the order had been placed yet.

Improved communication with Accounting; streamlining procedures as much as possible(new RX system?); more expertise and advice regarding items to be purchased including better "deals" on items widely ordered within UCSB.

A system method to inform departments that a request has been placed, so that not to have to call purchasing or look up in the complete system. Some type of e-mail confirmation.

Have you located on campus would be nice.

I would like to see RX manual that takes the user, step-by-step, through the process of creating a purchase requisition; one that helps the user to navigate between the screens.

The REX system is cumbersome, time consuming and not user friendly. I don't/won't use it for this reason, even though it would be nice to be able to view the process as the PO progresses. As it is now, too much burden on the dept, which is already stretched to the limit. (That is not your problem, I know.)

Give depts. a handout on what happens when we release an order and how long the purchasing process takes.

Support for purchases by credit card. Web shopping service for high volume, low dollar items - where's the best price & service for the item today. Expansion of the on line procurement process to include receipt of goods/services and approval for payment.

Move it closer to campus!

I would like to see Purchasing have better communications with Accounting and Risk Management. Time delays and University disagreement (associated with Service Agreements) usually are caused by lack of communication between these two central departments. The COMPLETE system should really be updated to a Windows based program - this is 2002!

More customer service given to problems resolution, attaining appropriate quotations for items needed. A little less decentralization. Reading the orders a little more carefully when they come over.

Once an order is released I'd like to have a way to check the progress of it in the system.

Electronic low values.

I have not had a lot of contact with your services.

I'd like to be able to check on the status of a PO Req. I've submitted without having to speak with a Buyer. The buyers seem to be quite busy and I feel like I'm bothering them or taking up their time unnecessarily. Maybe it could be something we could look-up ourselves by way of a computer program or web access.

A user friendly requisition program with better access to available vendors

Nothing

Quicker turn around in receiving Purchase Orders. Quicker turn around in seeing the PO number and encumbrances in APEX/complete.

A more user friendly electronic system to find out the status of Purchase Orders and identifying them by both form # & SB #. I'd like to be able to tell if a PO has been released or not. I'd also like to be able to look up current vendor blankets and their end dates.

To hire more people so that the requisitions could get processed before they expire. That Purchasing would notify us when agreements are going to expire instead of us notifying them. That they would respond to emails and phone calls.

Faster turn around on obtaining purchase order numbers from submitted purchase requisitions.

Staff seems to have a tremendous workload and I often feel they are doing the best anyone can do under such circumstances.

A better system of communication between Departments/Purchasing and Accounting

Definitely more training and updated information on policies especially regarding payment to vendors and/or service providers.

Kinder, gentler, more service oriented staff. Many seem grumpy. It often feels like we are bothering them... A greater team approach between Purchasing and departments would be an improvement. Sorry to share this, but you asked!

It seems as if they are severely understaffed, as Purchasing seems perpetually swamped.

Your attitude. Please take this constructively. But the attitude just needs to change. Many of your customers will help and support you ... but only if you show an honest shift in attitude. You say "no" a lot, and with no follow up on how we'll get a yes out of you, or why we should bother to jump all your hoops ... we have many many other hoops to jump besides yours. Your attitude forces us to work around you, rather than with you. You have no interest in the problems we're managing and solving. Instead, you perceive your role to be Cop, and you offer to introduce us via training to "the Law". You need to intimately learn the many businesses that we throughout UCSB are involved in. You need to understand that your job is to solve problems for each of those many businesses. When we break the rules, you need to think about the very legitimate business reasons why we are forced into breaking the rules. And then you need to go to work making it easy to comply with the purchasing rules, without forcing us to sacrifice what we need as outcome of the process. Training US won't solve YOUR problem ... training YOU might.

I believe you have highly trained staff and are good at advising each department on whether to assign new purchase order numbers or to extend the existing ones

Question: 14 Do you have any comments you wish to add?

Purchasing /buyers should utilize email more Sometimes you send a note and get not response. A phone call

instead a few days later.
Thank you for this very nice survey -- color format is appealing and it is not too lengthy. I also want to thank the Purchasing staff for effectively expediting orders when we have had a pressing need to do so.
It might be nice if you published a list of vendors you use to compare prices. Sometimes you find vendors with better pricing that I never realized were out there.
Personally, the Purchasing Dept. staff has been really helpful. They have been really patient with us, and I would like to thank them for their hard work!
Keep up the good work.
Purchasing has always given me, and my department, high quality, friendly service.
I think the staff in Purchasing are very well intentioned! The problem working in a dept., is that purchasing and the policies are a very small fraction of what we do, and not our primary area of responsibility, so we never get terribly adept at it. I think that it's unrealistic to expect that those of us who 'wear too many hats' should also be 'experts' in this area. I would like more personal service, not just "check the website".
All the individuals in Purchasing have been very helpful to me in the past years. I think they are doing a great job!
Everyone goes way out of their way to help me on a consistent basis. Much of the campus really takes your services for granted, and I would like to commend you on a job well done.
I like the Purchasing staff. They are as helpful as possible. Unfortunately, they are limited by the incomplete and sometimes unrealistic policies that govern their work. The problems they are helping me solve are usually problems generated by the policies' rigid structure. Policy seems to be developed top down. Ultimately, that means that the people using the policy don't have their needs addressed. In order to change policy, Purchasing and department staff need to fight an uphill battle with their superiors. Although I am outspoken, most people don't like to tell their superiors that the rules they developed aren't working very well. This situation translates into slow policy changes.
Don't deal with them enough to really give you good answers. When I have had a problem though they were very helpful.
I'm very satisfied with the service provided by the Purchasing Unit. The staff are friendly and helpful, work processed timely.
I believe there has been an improvement in Purchasing's processes, including getting PO's out faster. I also really like the new forms. So much easier to read.
I have always experienced timely and professional responses from everyone in the purchasing department
I have limited contact with Purchasing, but they have always been accessible and courteous. They are very knowledgeable and willing to explain things to me.
These are my observations as a manager. My finance manager is out today, and she has more direct contact. I'm not certain that she received this email and/or she didn't have time to respond :-)
I have appreciated the support of the Purchasing Staff.
I think the Purchasing crew are really great and helpful and I really appreciate their assistance and patience. All

of them!
I think you are understaffed. Your department could benefit all of us with at least one more person.
Since the PO's are now printed on regular paper, can't the departments print out their copy if they have a color printer?
Although I rated performance high I say that because I feel "in spite of their heavy volume" they get back to me ASAP. More staff would be advantageous and provide even faster response to departments.
All the staff are great, and incredibly helpful. It's really a good group.
All of us in Athletics who work with Purchasing greatly appreciate your patience and all the help you provide us. Thank You!
Please stop fixating on customer service STATISTICS ... and start fixating on customer service. Example: In response to reasonable solution to (yet another) stupid problem imposed by your Rex system ... I've actually heard purch staff say "I can't help you there, because it will slow down the close out of the order and cause my service statistics to drop." We're asked to resubmit entirely new orders, because you at purchasing won't cross the "t's" and dot the "i's" for us ... that will add to the service time, damage your STATS. Your staff know how to fix the problem, they actually take a lot of time telling us what we must do to fix the problem. They tell us in emails, on the phone. But they will not fix the problem ... because to do so would add time from initial submission of the order to final close out ... and this would hurt the customer service stats.
Keep up the good work. You are doing a great job.

Note: All comments about specific staff members have been removed.