Vendor Satisfaction Survey Form Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about orders from one named supplier during the past three months. Skip items you cannot judge. Do not include prices, contract terms or confidential order identifiers.

1. How often did you work with this supplier during the past three months?

- ○ Weekly or more
- ○ A few times each month
- ○ Once or twice
- ○ No orders in this period
- ○ Not sure

2. How reliably did orders arrive when expected?

- ○ Always or nearly always
- ○ Often
- ○ About half the time
- ○ Rarely
- ○ Never
- ○ No orders in this period
- ○ Not sure

3. How often were the quantities received complete?

- ○ Always or nearly always
- ○ Often
- ○ About half the time
- ○ Rarely
- ○ Never
- ○ No orders in this period
- ○ Not sure

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4. How well did the received goods meet the agreed quality needs?

- ○ Very well
- ○ Mostly well
- ○ Mixed
- ○ Mostly poorly
- ○ Very poorly
- ○ Did not assess quality
- ○ Not sure

5. When an issue arose, how clear was the supplier's response?

- ○ Very clear
- ○ Mostly clear
- ○ Mixed
- ○ Mostly unclear
- ○ Very unclear
- ○ No issue raised
- ○ Not sure

6. Which part should the supplier and buyer review first?

- ○ Delivery timing
- ○ Complete quantities
- ○ Product quality
- ○ Updates about delays
- ○ Issue resolution
- ○ No change needed
- ○ Something else

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7. What one specific change would make your next order easier to manage?