

USFS Fastener Supplier Satisfaction Questionnaire

Supplier: _____

Contact: _____ Title: _____

Phone: _____ Email: _____

Website: _____ FAX: _____

Begin each question with the following phrase: **How satisfied are you with:** When answering the question, you may do it by a scale 1 – 10 for Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied; or use Open Written Text. Any questions or comments Contact: **USFS 602-793-2383** or email: **mmcguire@worldwidefastenersources.com**.

Sales & Marketing

1. The amount of sales support between your company and the supplier's sales staff?
2. Your supplier's Terms and Conditions of Sale?
3. Your supplier's sales staff's over-all knowledge of the fastener industry?
4. Your supplier's prompt response to your RFQs?
5. Your supplier's understanding of the service(s) required by your company?
6. Your supplier's marketing, via the internet, direct mail, print advertising or social media?
7. Your supplier offering the service of making joint sales calls?
8. Your supplier's direct sales personnel or their Independent Reps?
9. Your supplier's policies of selling Distributors ONLY, OEMs or Both?

10. Your manufacturing supplier with the ability to offer "Blended Inventory"?

Customer Service

1. The supplier's resolution of your problems, questions and/or complaints?

2. The supplier's ability to expedite your orders when requested?

3. Your supplier offering the following **Value-Added Services**:

_____ Engineering _____ Fastener Consolidation _____ Product Teardown Evaluation

_____ Failure Analysis _____ Application Engineering _____ New Design Review

_____ Print Review _____ Other: _____

4. Your supplier's **Order Entry**; _____ Phone _____ FAX _____ On-Line _____ Mail _____ EDI?

5. Your supplier's **Billing Methods**: _____ Credit Cards _____ Debit Cards _____ Email Invoices

_____ FAX Invoices _____ Mail Invoices

6. Your supplier providing **Tracking**: _____ UPS _____ FEDEX _____ Other -- Shipments on-line?

7. Your supplier's policy for Returned Product?

8. Your supplier's Drop Ship capability?

9. Your supplier's attitude towards Returning Phone Calls or Email Messages?

10. Your suppliers notifying you that are short or back-ordered items before shipment?

Product Description

1. Your supplier's over-all product offering?
2. Your supplier's offering of Head Styles?
3. Your supplier's offering of Drive Recesses?
4. Your supplier's offering of Point Types?
5. Your supplier's offering of Sizes (Diameter & Length)?
6. Your supplier's offering of various Materials?
7. Your supplier's tradenames?

Inventory Management

1. Your supplier's ability to offer checking inventory on-line?
2. Your supplier offering **Vendor Managed Inventory (VMI)**: Bin Stocking Kanban
 Point of Use (POU) (Deliver to End-User) Dock-to-Stock Other:
3. Your supplier's VMI Program's capacity to assure you regular, scheduled and dependable re-stocking inventory?

Quality

1. Your supplier's ability to manufacture to specifications and how close can they hold tolerances?
2. Your supplier's prompt response time to quality issues?
3. Your supplier providing Compliance and Conformance Certifications?
4. Your supplier providing ROHS-Compliant?
5. Your supplier providing Chemical and Physical Certifications?
6. Your supplier to provide the Quality Assurance required?
7. Your supplier providing Production Part Approval Process (PPAPs)?
8. Your supplier offering Advance Product Quality Planning (APQP)?

Delivery

1. Your supplier's ability to deliver correct and on-time orders?
2. Your supplier properly packaging your orders, including Product Description, Labeling, Bar-Coding, Part Numbers and more if required?
3. Your supplier's ability to offer Poly-bagged or KD Kits?
4. Your supplier's ability to email a Packing Slip at the time of shipment in advance?

General Information

1. Your supplier's ability to offer technical assistance, product training and product literature or PDFs?
2. Your supplier to provide competitive pricing on your inquiries?
3. Your supplier's ability for inspection and testing?
4. Your supplier's ability to offer 3D Fastener Printing or third party?

Other Comments

Signed: _____ Dated: _____

