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Customer Survey

We value your opinion, please take the time to tell us how we are doing in the Purchasing Division. We strive to provide our customers with the best service. From your responses we will be able to see if we are living up to your standards. Please base your rating on how well you think we're serving you based on the areas specified below:

Provide your response using the following rating scale:

- 5 = Extremely satisfied
- 4 = Satisfied
- 3= Neutral
- 2= Dissatisfied
- 1= Extremely dissatisfied
- 0= N/A

*Please provide your feedback by May 14, 2010. Thank you!

- | | |
|--|---|
| 1. Cost savings by obtaining competitive quotes, going out to bid, or providing you with vendor and product information that helps you make smarter decisions. | 5 |
| 2. Quick response time to your requests for information, promptness in processing paperwork (requisitions, purchase orders, reports, etc.), timeliness in meeting deadlines. | 5 |
| 3. Helpfulness: Researching, advising, rushing paperwork through when necessary, solving vendor disputes, providing support. | 5 |
| 4. Thoroughness, accuracy, neatness. | 5 |
| 5. Positive attitudes, politeness, eagerness to help. | 5 |
| 6. Providing information regarding: Available contracts and bid pricing, vendor and product information. | 5 |
| 7. Introduction of new ideas: Blanket Purchase Orders, Recycled Products, Administrative Policies. | 5 |
| 8. Dependability, reliability, commitment to getting the job done. | 5 |
| 9. Formal Purchasing training is available when I need it. | 5 |
| 10. Purchasing training staff is knowledgeable in the subject area. | 5 |
| 11. Purchasing training improves my ability to perform my job duties. | 5 |
| 12. The Cal-Card (Procurement Card) is a useful tool for my work needs. | 5 |
| 13. The BidsOnline System has allowed me to reach a greater number of vendors resulting in more competitive bids. | 5 |
| 14. What service(s) do you need that Purchasing is not currently providing? | |

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15. If you could change one thing about the overall purchasing process, what would it be?

16. In your opinion, what does Purchasing do best?

17. What type of purchasing training does your department need that is not currently offered?

18. Provide any other comments that you feel would help Purchasing improve their customer service.

19. How do you rate your overall satisfaction with the quality of our service?

5

Please give us an honest rating. Stating your name and department is necessary. The only way we can serve you better is if we know "who" needs "what".

Our goal is 100% satisfaction. Please provide comments if your response is "extremely dissatisfied" or "extremely satisfied". Your constructive criticism will help us to improve.

I am:

A Manager/Supervisor
Operational Staff

Admin/Support Staff

Survey completed by: *

I work in the Department of:*

Art Center
Building Regulations
City Attorney
City Clerk
City Manager
Employment & Training
Engineering
Finance
Fire
Housing Authority
Human Resources
Information Technology
KCRT
Library

Police
Police Activities League
Police Commission
Port
Public Works Operations
PW Equipment Services
PW Facility Maintenance
PW Paratransit
PW Parks & Landscaping
PW Streets
PW Waste Water
RCRA Economic Development
RCRA Finance & Admin Division
RCRA Housing & Comm Dev
Recreation & Arts & RCRA Redevelopment Division Culture

Mayor
Office of Neighborhood Safety
Planning

Recreation & Arts & Culture
Risk Management

* indicates required fields.

RICHMOND CITY HALL

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Richmond, CA 94804

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