

**UMW CORPORATION SDN BHD (UMWC)
PROCUREMENT DIVISION
VENDOR SATISFACTION SURVEY FORM**



Kindly complete this form to improve our standard of engagement

Name of Company : _____

Name of Representative / Respondent : _____

Telephone / Mobile Number : _____

Email Address : _____

Business Nature : _____

Supplier to UMWC Since : _____

Please tick (✓) at the appropriate column.

Section A : General Questions

Strongly Disagree Disagree Neutral Agree Strongly Agree

- 1) UMWC procurement supplier registration process is easy and accessible.
- 2) UMWC procurement division provided excellent customer service during supplier registration process.
- 3) Have you participated in our Request for Quotation (RFQ) / Request for Tender (RFT) exercise?.

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	YES (Please proceed to section B)		<input type="checkbox"/>	NO (Please proceed to question no. 14)

Section B : Procurement Process (Applicable to those who have participated in our RFQ / RFT with UMWC)

Strongly Disagree Disagree Neutral Agree Strongly Agree

- 4) UMWC procurement processes and timeline are clearly communicated.
- 5) UMWC has provided adequate, clear and understandable procurement document (including technical specifications, drawings etc.)
- 6) Sufficient information is provided during procurement process briefing.
- 7) UMWC procurement staff provide appropriate assistance in resolving technical and administrative issues.
- 8) UMWC procurement process provide timely responses to questions concerning procurement documents' solicitations.
- 9) UMWC procurement process allow sufficient time for tender submission.
- 10) Payment from UMWC is timely.
- 11) Confidentiality of the process and documentation are treated properly by UMWC.
- 12) UMWC has a stringent policy & guidelines in managing their supplier.
- 13) Outcome from sourcing/tendering were received within reasonable time.
- 14) How could our procurement process be improved ? Please give your suggestions.

1	2	3	4	5
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Signature: Date :