

1. Welcome to the 360 Evaluation Tool form

This 360 evaluation tool is separated into two parts:

- Evaluation of the supplier by the purchaser or
- Evaluation of the purchaser by the supplier.

Each evaluation has five specific areas: Project Initiation, Engineering, Installation, Startup and Overall Satisfaction.

It is recommend that the staff members most involved/responsible for a section complete the evaluation for that section. The results of this survey will remain private and should only be used to facilitate a continued improvement process.

1. Are you a Purchaser or Supplier?

2. Customer Evaluation of Supplier - Project Information

Please provide basic information regarding this evaluation.

1. Name of equipment manufacturer or supplier you wish to evaluate.

2. Description of equipment or service provided.

3. Purchase order date.

4. Name of your organization.

5. Name of purchaser or project manager.

6. Location where equipment was installed.

Plant Name:

City/Town:

State:

7. Project number (If applicable).

8. Which phase of the project do you wish to evaluate?

- ☐ Project Initiation
- ☐ Engineering
- ☐ Installation
- ☐ Start-up
- ☐ Overall Evaluation

3. Customer Evaluation of Supplier - Project Initiation

This section focuses on the Project Initiation (supplier selection) Phase.

1. As the individual responsible for completing the Project Initiation Phase of the purchase, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. Rate the importance of the following factors when making your decision to select this supplier.

	Extremely Important	Somewhat Important	Neutral	Marginally Important	Not Important
Concept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate your level of overall satisfaction of the purchasing process during the Project Initiation Phase.

	Extremely Satisfied	Satisfied	Marginally	Not Satisfied
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please add any additional thoughts or comments regarding the Project initiation Phase.

4. Customer Evaluation of Supplier - Engineering Stage

This section evaluates the engineering phase of the project.

1. As the individual responsible for completing the Engineering Phase of the project, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. Rate the importance of the following factors for the Engineering phase of this project.

	Extremely Important	Somewhat Important	Neutral	Marginally Important	Not Important
Timeliness of drawings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of drawings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude of personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate your overall satisfaction with the Engineering phase of this project.

	Extremely satisfied	Satisfied	Marginally satisfied	Not satisfied
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Was the equipment specified to industry standards?

	Yes	No
Industry standards...	<input type="radio"/>	<input type="radio"/>

If yes please specify

5. Please add any additional thoughts or comments regarding the Engineering Phase.

5. Customer Evaluation of Supplier - Installation Phase

This section evaluates the installation phase of the project.

1. As the individual responsible for completing the Installation Phase of the purchase, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. What level of installation assistance did you receive with this project from the supplier?

- ☐ None
- ☐ Supervisor only
- ☐ Mechanical installation only
- ☐ Electrical installation only
- ☐ Complete installation responsibility

3. Rate the importance of the following factors during the Installation Phase of this project.

	Extremely Important	Somewhat Important	Neutral	Marginally Important	Not important
Knowledge of installation staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperation between vendor and other suppliers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of installation schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Rate your organization's overall satisfaction with the Installation Phase of this project.

	Extremely satisfied	Satisfied	Marginally satisfied	Not satisfied
Satisfaction with installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Was the work completed in a timely manner?

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

6. Please add any additional thoughts or comments regarding the Installation Phase.

6. Customer Evaluation of Supplier - Start-up Phase

This section evaluates the start-up phase of the project.

1. As the individual responsible for completing the Start-up Phase of the purchase, please complete the following information.

Name:	<input type="text"/>
Company:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

2. Rate the importance of the following factors during the Start-up Phase.

	Extremely Important	Somewhat Important	Neutral	Marginally Important	Not Important
Ease of integration with other equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of supplier's personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperation between vendors and other suppliers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of supplier to changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate your overall satisfaction with the Start-up Phase of this project.

	Extremely satisfied	Satisfied	Marginally satisfied	Not satisfied
Satisfaction with startup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. This supplier met our employee training needs for the installed equipment.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Comments:

5. Equipment performance expectations were achieved in a reasonable time frame.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Comments:

6. Food safety was maintained during project.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Comments:

7. Integration with other supplier's equipment was achieved in reasonable time.

☐ Strongly Agree

☐ Agree

☐ Disagree

☐ Strongly Disagree

Comments:

8. Please add any additional thoughts or comments regarding the Start-up Phase.

7. Customer Evaluation of Supplier - Overall Satisfaction

This question represents the likelihood of you to recommend this supplier's services/products to another person/company. A rating of 10 means you are extremely likely to recommend them and a 0 means you are not at all likely to recommend them.

1. How likely is it that you will continue to purchase products or services from this company.

☐ Extremely
likely - 10

☐ 9

☐ 8

☐ 7

☐ 6

☐ 5

☐ 4

☐ 3

☐ 2

☐ 1

☐ Not
at all
likely -
0

2. Explain your recommendation rating. Why?

8. Thanks

Thank you for your time and input. It is greatly appreciated.

9. Supplier Evaluation of Customer - Project Information

1. Name of purchaser you wish to evaluate.

2. Description of equipment of service provided.

3. Purchase order date.

4. Name of your organization.

5. Name of customer or project manager.

6. Location where equipment was installed.

Plant Name:

City/Town:

State:

7. Project number (if applicable).

8. Which phase of the project do you wish to evaluate?

☐ Project Initiation

☐ Engineering

☐ Installation

☐ Start-up

10. Supplier Evaluation of Customer - Project Initiation

This section focuses on the initiation phase of the project.

1. As the individual responsible for managing the sale, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. As the supplier, please rate your level of satisfaction with the Project Initiation Phase.

	Extremely Satisfied	Satisfied	Marginally Satisfied	Not Satisfied
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. As the supplier, rate your client on how well they assessed their needs as they related to this project.

	Excellent	Good	Fair	Marginal	Poor
Represent the customer's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. As the supplier, rate the customer's timeliness to answering questions/requests.

	Excellent	Good	Fair	Marginal	Poor
Rate their responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. As the supplier, how clearly were the project's goals and objectives communicated?

	Excellent	Good	Fair	Marginal	Poor
Understanding of goals & objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please add any additional thoughts or comments regarding the Project Initiation Phase.

11. Supplier Evaluation of Customer - Engineering Stage

This section evaluates the engineering phase of the project.

1. As the individual responsible for managing the Engineering Phase of the purchase, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. As a supplier, please rate your satisfaction of the customer in the following areas.

	Extremely Satisfied	Satisfied	Neutral	Unsatisfied	Extremely Unsatisfied
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. As the lead engineer for your company on this project how would you rate your satisfaction with this project.

	Extremely Satisfied	Satisfied	Neutral	Unsatisfied	Extremely Unsatisfied
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Did the customer's spec include an industry standard?

	Yes	No
Industry standards...	<input type="radio"/>	<input type="radio"/>

If yes please specify

5. Please add any additional thoughts or comments regarding the Engineering Phase.

12. Supplier Evaluation of Customer - Installation Phase

This section evaluates the installation phase of the project.

1. As the individual responsible for completing the Installation Phase of the purchase, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. What level of installation assistance did you provide with this project?

- ☐ Supervisor only
- ☐ Mechanical installation only
- ☐ Electrical installation only
- ☐ Complete installation responsibility

3. Rate your organization's overall satisfaction with the Installation Phase of this project.

	Extremely Satisfied	Satisfied	Marginally Satisfied	Not satisfied
Satisfaction with installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Rate your level of overall satisfaction with the customer's installation team.

	Extremely Satisfied	Satisfied	Neutral	Unsatisfied	Extremely Unsatisfied
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Was your installation representative(s) permitted to begin at the agreed upon time?

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

6. Where there issues caused by the supplier beyond your control that prevented you from completing the work in a timely manner?

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

7. Please add any additional thoughts or comments regarding the Installation phase.

13. Supplier Evaluation of Customer - Startup Phase

This section evaluates the startup phase of the project.

1. As the individual responsible for managing the Startup Phase of the purchase, please complete the following information.

Name:

Company:

Email Address:

Phone Number:

2. Rate your level of satisfaction on the following factors as they relate to the start-up phase of the project.

	Extremely Satisfied	Satisfied	Neutral	Unsatisfied	Extremely Unsatisfied
Ease of integration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Positive/Professional attitude of client's personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperation between client and supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of client to changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate your overall satisfaction with the Startup phase of this project.

	Extremely Satisfied	Satisfied	Marginally Satisfied	Not Satisfied
Satisfaction with startup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. From a supplier's perspective, the Startup phase was supported with adequate production training.

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

5. From a supplier's perspective, the Startup phase was supported with adequate engineering training.

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

6. Equipment performance expectations were achieved in a reasonable time frame.

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

7. Integration with other supplier's equipment was achieved in reasonable time.

	Yes	No
Answer Yes or No	<input type="radio"/>	<input type="radio"/>

8. Please add any additional thoughts or comments regarding the Start-up Phase.

14. Supplier Evaluation of Customer - Overall Satisfaction

This question represents the likelihood of you to recommend this customer to another person/company. A rating of 10 means you are extremely likely to recommend them and a 0 means you are not at all likely to recommend them.

1. How likely is it that you will continue to purchase products or services from this company?

<input type="radio"/> Extremely likely - 10	<input type="radio"/> 9	<input type="radio"/> 8	<input type="radio"/> 7	<input type="radio"/> 6	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> Not at all likely - 0
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2. Explain your recommendation rating. Why?

15. Thanks

Thank you for your time and input. It is greatly appreciated.