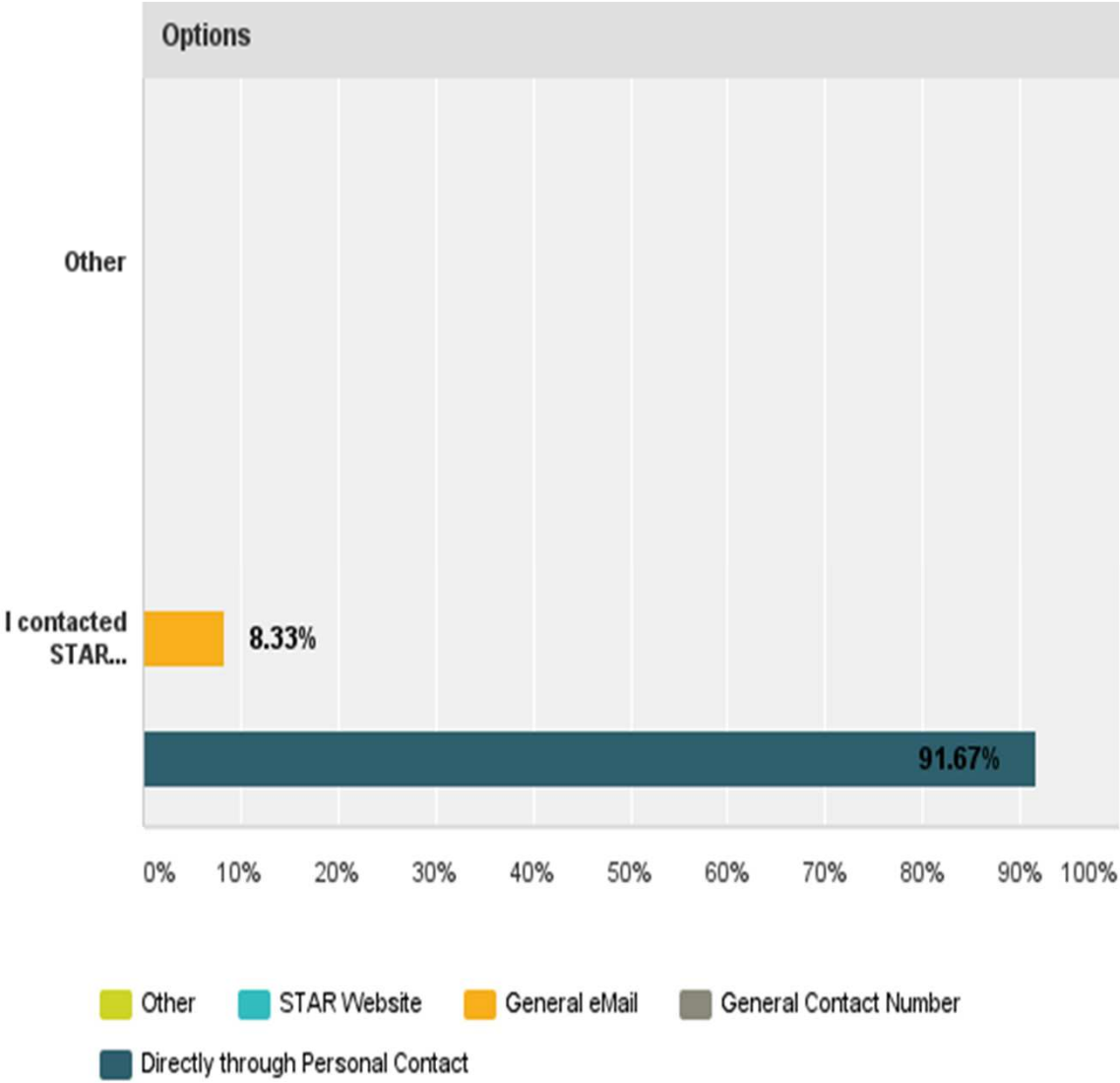


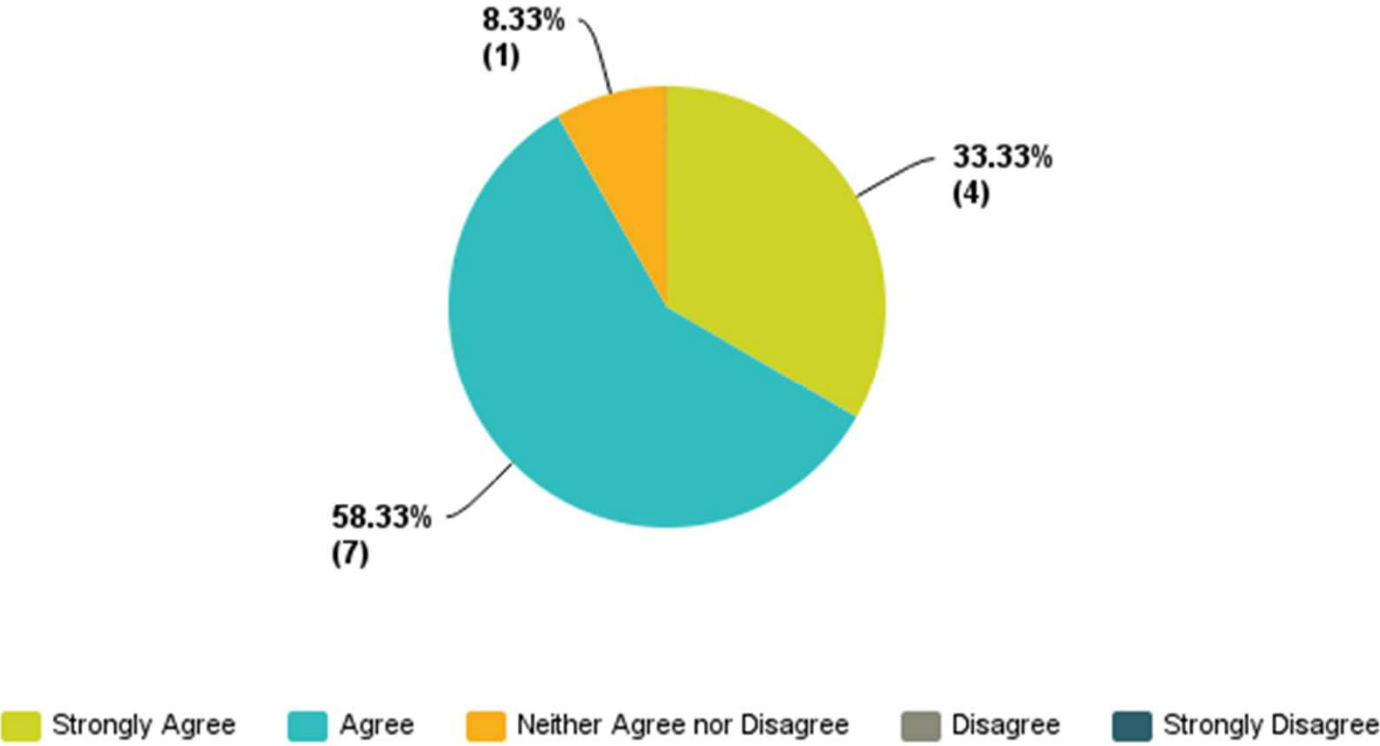
STAR - CUSTOMER SERVICE QUESTIONNAIRE

Monday, July 13, 2015

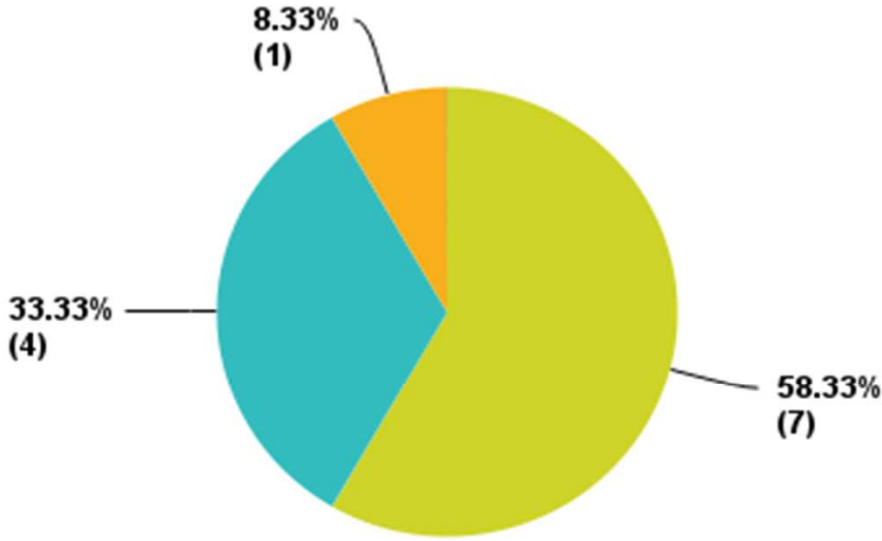
Q2: Accessing STAR Procurement



Q3: Generally, STAR Procurement is responsive to my requirements:

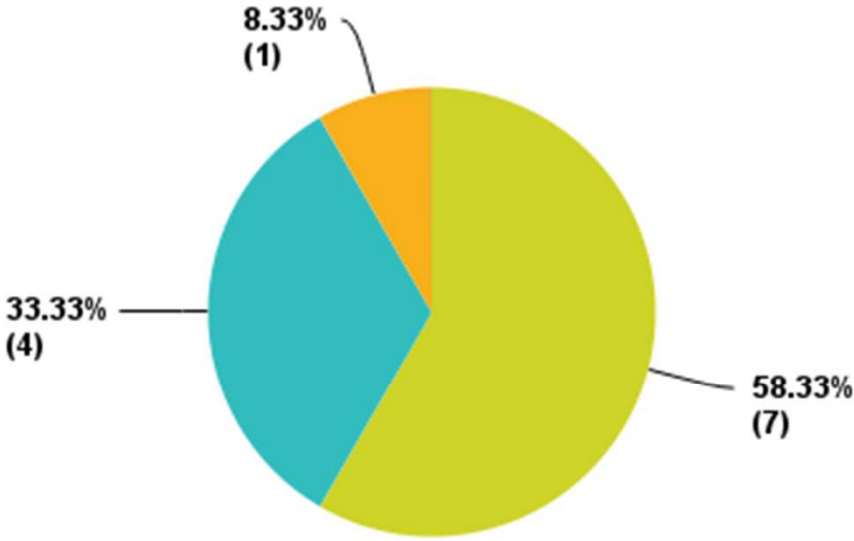


Q4: I am satisfied with the quality and accuracy of information I received from STAR Procurement:



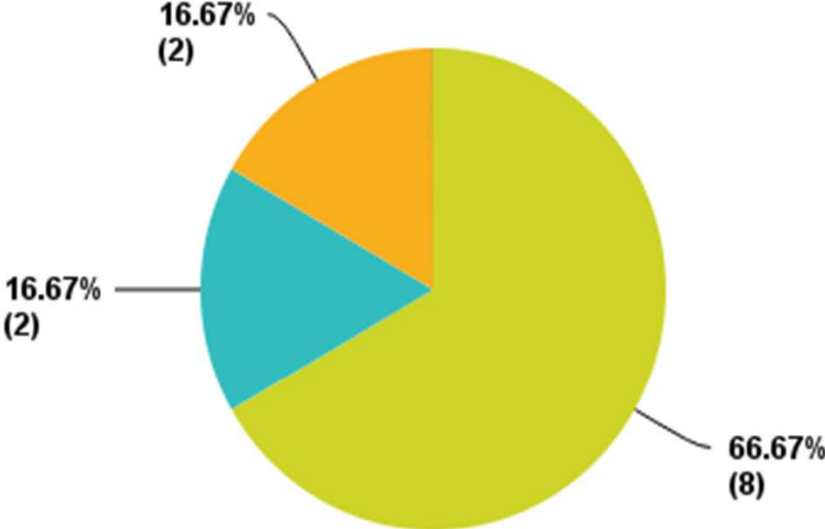
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Q5: I believe that the STAR Procurement Team is knowledgeable and expertise in their area:



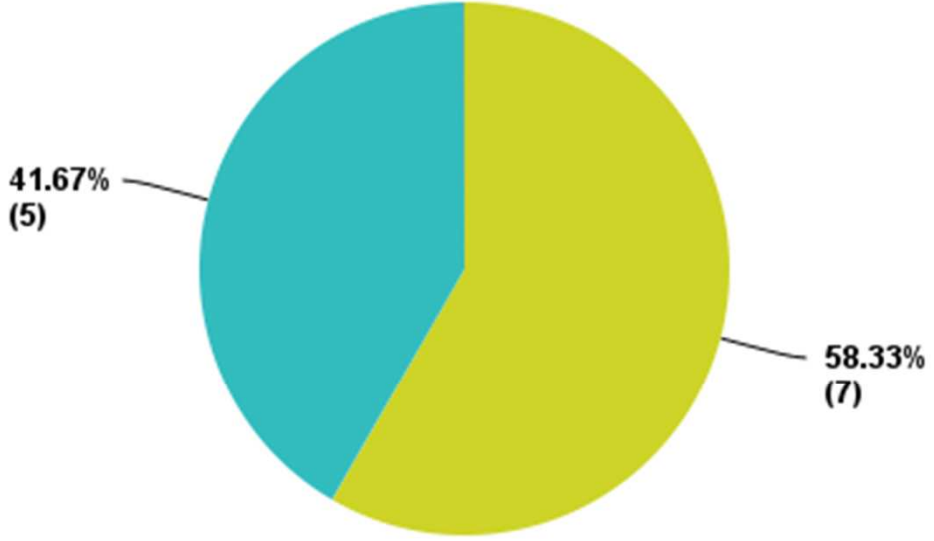
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Q6: The STAR team are helpful, courteous and have a 'can do' attitude:



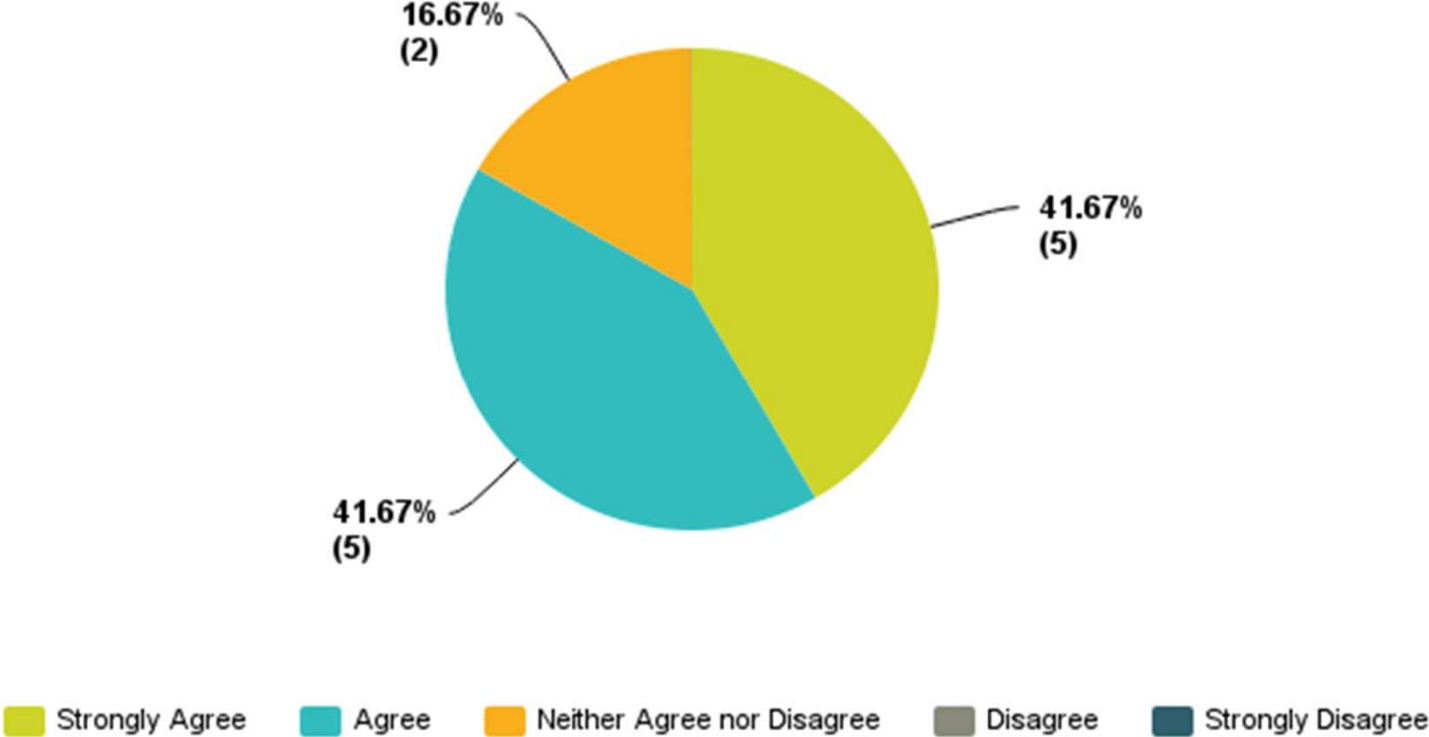
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Q7: Working with STAR Procurement has helped me deliver the objectives of my service:

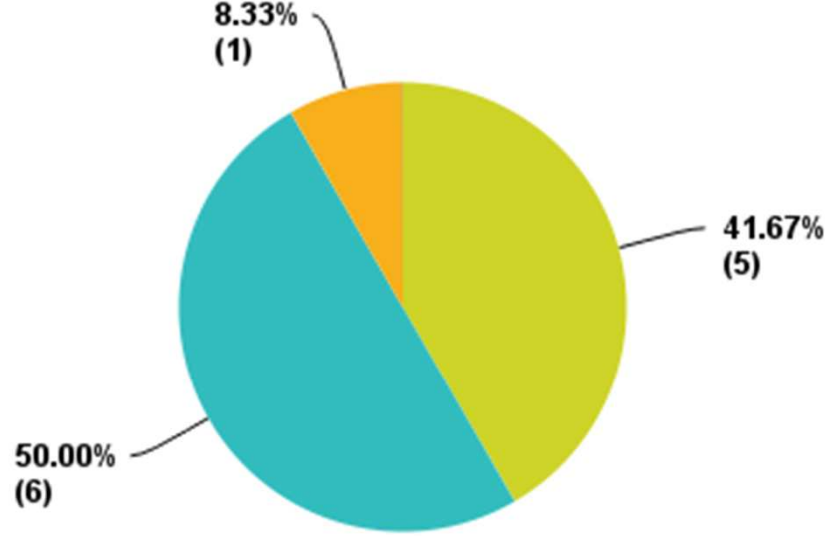


Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Q8: I was kept informed and up to date on any issues - communication with STAR was good.

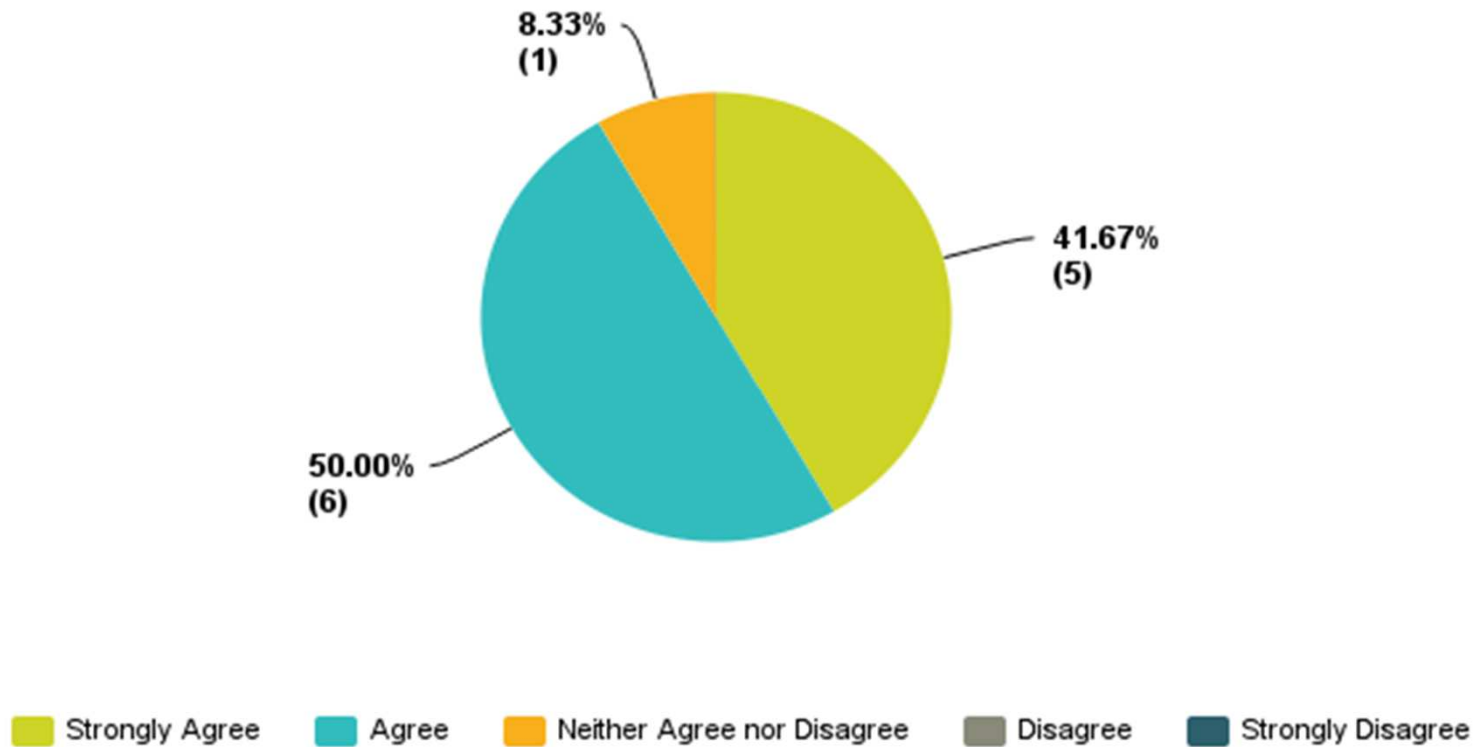


Q9: Overall I'm satisfied with STAR Procurement:



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Q10: I would happily recommend using STAR Procurement to a colleague:



Q11 Please insert any additional comments you would like to make on any aspect of the STAR Procurement Service:

“Heather Stanton is always approachable and helpful.”

“The STAR staff are very knowledgeable, and as approachable and responsive as they can be considering the breadth of their portfolios.”

“This was the first procurement exercise that James carried out for STaR. Although he was learning about the processes involved, he was still very helpful to us throughout. Thanks James!”

“The Team were very helpful in getting approval for an Exception Report which helped me to proceed with a significant capital project. They also provided advice in relation to a further area connected with this project.”
