Express Order Survey

General Survey Instructions:

1. Please mail the completed survey to UCSD Audit and Management Advisory Services (AMAS) at mail code #8981. The process review is due back to AMAS by October 15, 2001.

2. When answering a statement, please evaluate each one as it relates to your recent experience with the Express Order process. Each statement might be interpreted either to refer to your personal job-related experience or your perception of the overall practices in your department. When answering, it is your option to evaluate each statement either based on your experience or your perceptions, as you prefer.

3. Most questions in this survey require only one answer on a six-point scale. For these questions, please score your answers using a six-point scale with “0” indicating that you strongly disagree with the statement and “5” indicating that you strongly agree with the statement. For other questions, we would like an answer for each vendor for which you are familiar. No response is required for those vendors who’s supplies or services you do not utilize.

4. A general comment section has been included at the end of the process review. Please add any comments that you feel will either clarify your responses or provide new information to management.
Demographic Questions – Please complete the following:

1. Please check the box that explains your job function in relation to the Express Order Process:
   - [ ] Place express order
   - [ ] Use products and services ordered
   - [ ] Review and/or reconcile transactions
   - [ ] Oversee process
   - [ ] Other: ________________________________

2. Please indicate the name of your department: __________________________________________

3. How long have you worked at UCSD? (please check one of the below boxes)
   - [ ] 0 – 1 Year
   - [ ] 2 – 5 Years
   - [ ] > 5 Years
**Overall Program**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Don’t Know</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Express Order (EO) process reduces the amount of time I spend</td>
<td></td>
<td></td>
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<tr>
<td>ordering products or services.</td>
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<tr>
<td>2. The EO process is easy to use.</td>
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<tr>
<td>3. I prefer the EO process over other buying methods.</td>
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**Process Issues**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Don’t Know</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. My department has a defined process for tracking EO releases for</td>
<td></td>
<td></td>
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<tr>
<td>reconciliation purposes.</td>
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<td>2. EO transactions are reconciled in a timely manner.</td>
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<tr>
<td>3. The reconciliation process is easy to accomplish.</td>
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</table>

4. The frequency with which my department reconciles their EO activity is (please write in the appropriate # (as indicated below) in each box per vendor).

   - 0 = don’t know; 1 = Semi-annually; 2 = Quarterly; 3 = Monthly; 4 = Weekly

<table>
<thead>
<tr>
<th>Fisher</th>
<th>Prudential</th>
<th>Sigma</th>
<th>Steiner</th>
<th>Eastridge/MRS</th>
<th>Image*</th>
<th>Manpower*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

*Eastridge/Medical Resource Staffing (MRS), Image Staffing and Manpower typically provide temporary support through UCSD Temporary Employment Services (TES) when temporary services are not available from the pool.
EXPRESS ORDER PROCESS SURVEY  - Please evaluate each statement as it relates to your recent experience at UCSD

For those vendors (listed horizontally) with which you are familiar, please indicate your responses to each question using a 6-point scale (0 = Don’t know; 1=strongly disagree to 5 = strongly agree).

**Vendor Performance**

1. My department is satisfied with the performance of the vendor regarding timeliness of delivery.
2. My department is satisfied with the performance of the vendor regarding quality of goods or services ordered.
3. My department is satisfied with the performance of the vendor regarding accuracy of items shipped vs. items ordered or services provided.
4. My department is satisfied with the performance of the vendor regarding the accuracy of pricing and extensions.
5. My department is satisfied with the performance of the vendor regarding their response to emergency order requests for products or services.
6. The vendor provides an accurate packing slip with product orders.
7. The vendor documents the release number on packing slips when applicable
8. The vendor accurately documents the release number on packing slips.

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**Web Ordering -** Please use the same 6 point scale as above when indicating your answers to the below questions.

1. My department is aware that EO’s can be placed via the vendor’s web page.
2. My department currently utilizes the vendor’s web page to place EOs.
3. Placing EOs via the vendor’s web page is easy.

Vendors are selected to participate in the Express Order Program based on several factors including their contractual relationships with UCSD, high volume usage by the campus, and if their supplies and services make the Express Order a mutually beneficial process. In view of this criteria, would you recommend the inclusion of any specific vendor to the Express Order Process?

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Thank you for taking the time to complete this survey. Remember to mail this survey to: UCSD Audit and Management Advisory Services (AMAS) at mail code #8981

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