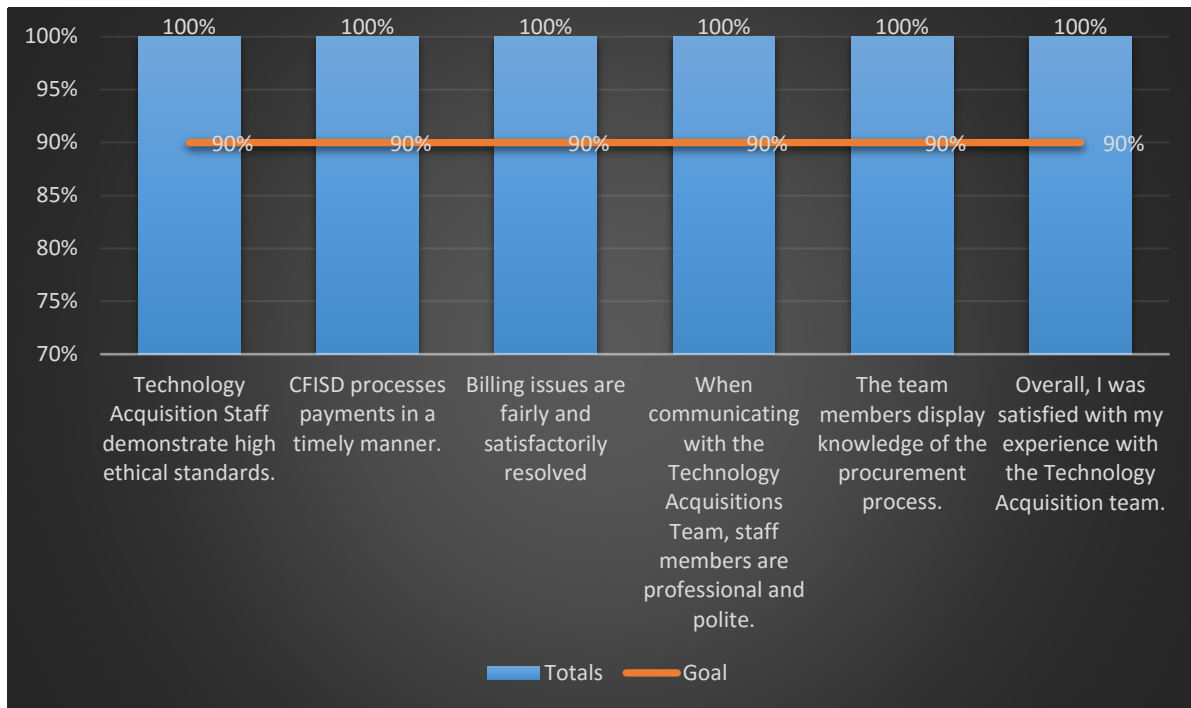


Customer Satisfaction (Vendors) for Acquisition Team

Achieve excellent customer satisfaction levels of at least 90% as measured by customer surveys

Measurement and Analysis:

1. The Acquisition team exceeded our target goals for vendor customer satisfaction. The Acquisition staff exceeded customer satisfaction for vendors in the areas of high ethical standards, processing payments in a timely manner, resolving billing issues fairly and satisfactorily, professionalism and politeness, knowledge of the procurement process and overall experience.



2018 Results from Vendor Customer Satisfaction Surveys