Annexure-3

Suppliers' Perception Response Form

Dear Sir,

Given below are some questions on your expectations as a supplier, from SAIL. Your valued responses to these questions will help us immensely to understand the important aspect of supplier-customer relationship. The information requested is purely for research work and the same will not be used for any other purpose.

Please give your objective opinion to the following questions. Please put a tick (✓) on the 5 point scale, wherever applicable.

1. What do you supply to SAIL?

__________________________________________________________________________

2. How old is your association with SAIL?

__________________________________________________________________________

3. What is the % share of business of your total sales turnover?

__________________________________________________________________________

4. How do you perceive SAIL as a customer?

(1)___________(2)___________(3)__________(4)__________(5)__________
Unsatisfactory Satisfactory Good Very Good Excellent

5. How do you feel doing business with SAIL?

(1)___________(2)____________(3)__________ (4)__________(5)________
Miserable Unhappy Happy Very Happy Delighted

6. How do you think about the image of SAIL today?

(1)___________(2)___________(3)__________ (4)__________(5)________
Unsatisfactory Satisfactory Good Very Good Excellent

7. How do you see SAIL as a growing company?

(1)___________(2)___________(3)__________ (4)__________(5)________
Not At All Very Little Moderately Very Much To a Great Extent

8. Is SAIL able to compete successfully in the market in today’s competition?

(1)___________(2)___________(3)__________ (4)__________(5)________
Not At All Very Little Moderately Very Much To a Great Extent
9. How do you see SAIL as a growing company?
(1) ________ (2) ________ (3) ________ (4) ________ (5) ________
Very Low Low Moderate High Very High

10. Is SAIL a good payment maker of the supplies made to it?
(1) ________ (2) ________ (3) ________ (4) ________ (5) ________
Not At All Only at time Occasionally Frequently Always

11. Are the systems, policies, procedures of SAIL conducive to its suppliers?
(1) ________ (2) ________ (3) ________ (4) ________ (5) ________
Not At All Very Little Moderately Very Much To a Great Extent

12. Are you getting all necessary information related to supplies to SAIL?
(1) ________ (2) ________ (3) ________ (4) ________ (5) ________
Never Only at times Occasionally Frequently Always

13. How is your inter-relationship with SAIL as a customer?
(1) ________ (2) ________ (3) ________ (4) ________ (5) ________
Unsatisfactory Satisfactory Good Very Good Excellent

14. List three strengths of SAIL as your customer
I. ________________________________________________________
II. ________________________________________________________
III. ________________________________________________________

15. List three weaknesses of SAIL as your customer
I. ________________________________________________________
II. ________________________________________________________
III. ________________________________________________________

16. What three things should SAIL do as your customer to improve Buyer-Seller relationship?
I. ________________________________________________________
II. ________________________________________________________
III. ________________________________________________________

17. How would you like to continue your business with SAIL in the future?
I. ________________________________________________________
II. ________________________________________________________
III. ________________________________________________________

Name of the Organisation: __________________________
Date: __________________________

Thank You