



SourceDogg Vendor Performance



Measure your Suppliers' performance simply and accurately using Net Promoter Score®

NPS® uses one simple question to gauge customer loyalty as a reflection of Supplier Performance:

“How likely would you be to recommend this company to a friend or colleague?”

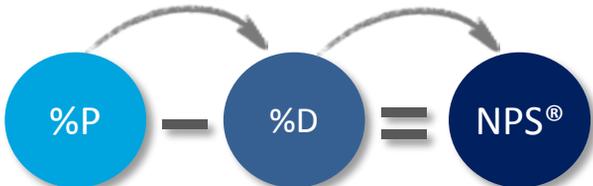
How NPS® works

Respondents reply using a scale of 0-10, ranging from very unlikely to recommend to very likely to recommend. Respondents are then grouped into three categories:

1. Promoters (Score of 9 or 10) –Happy, loyal customers
2. Passives (Score of 7 or 8) – Unenthusiastic, but satisfied
3. Detractors (Scores of 0-6) – Disgruntled and potentially damaging

Your Supplier's Net Promoter Score is then calculated by subtracting the percentage of Detractors (%D) from the percentage of Promoters (%P).

Positive scores are considered good, with scores of 30+ deemed very good and scores of 50+ excellent. Negative scores are considered poor.



Key Benefits:

- ✓ Simplicity ensures a high response rate.
- ✓ Simple yet accurate. If employees wouldn't recommend the supplier to a colleague, there's obviously an issue.
- ✓ Simplicity allows for regular surveys, facilitating performance tracking without boring your staff.
- ✓ Emulate industry leaders like UPS who use NPS® to measure their Service Providers' performance each quarter. Introduce targets and phase out below average performers.

What we're offering

We'll survey your staff to evaluate your Suppliers' performance using NPS® and provide you with a detailed report of the survey's results.

Here are some of the features we offer:

Issue surveys annually, quarterly or as often as you like to accurately track supplier performance.

Track which of your employees have recently been contacted and filter them out to prevent survey fatigue.

Comprehensive yet easy to digest reports on who your employees rate as top performers and who should be under review.

Upon request, follow up questions and comments facilitating deeper analysis of the issues behind your employees ratings.