



Administrative Excellence

UNIVERSITY OF WISCONSIN-MADISON

Shaping our Future

AE: Office Supplies Purchasing

Stakeholder Survey Notes

Updated: 2/20/2012

Overview:

- Survey distributed by email to 1,000 p-card and MDS users
- 169 responses received (90% staff and 10% faculty)
- Top responders from Med School (20%), LAS (15%), and Ag (12%)
- 66% of respondents purchase for their departments

Purchasing Factors:

- 37% of people make office supplies purchases monthly, 26% weekly, and 15% quarterly
- Most important factors when buying office supplies are price, then quality (then delivery time and product variation)

Green Topics:

- **Remanufactured Toner:** 35% satisfied, 45% neutral, 19% dissatisfied
- **Recycled Paper:** 78% satisfied, 16% neutral, 5% dissatisfied

Ordering Methods

- **Minimum Orders:** 72% of people would dislike a minimum order and 24% would be indifferent
- P-Cards are not often used for office supplies purchases; 32% of respondents never use the p-card, 28% use it in emergencies only (then 15% use it quarterly and 12% use it monthly)

Vendor Preference

- **Amazon and Office Depot** are the second most commonly used vendors for office supplies
- People mostly purchase from vendors other than Staples due to convenience (35%), selection (32%), and price (20%)
- Toner is being purchased from ~19 vendors (34% of respondents said Staples, 17% from any vendor on MDS, 8% from HP)