



## Administrative Excellence

UNIVERSITY OF WISCONSIN-MADISON

*Shaping our Future*

### **Administrative Excellence Strategic Purchasing – Scientific Supplies Stakeholder Survey Notes 5/15/12**

#### **Overview:**

- The survey was distributed to 3,013 individuals, and received a 6.97% response rate
- 64% of respondents are involved in both the product selection and purchase of scientific supplies; 11% are involved in the purchase process only; 9% manage units that have labs which may purchase and/or use lab supplies; and 7% use lab supplies but are not involved in the selection or purchase process
- 64% of respondents indicated that policies, procedures, and contracted pricing should be more visible and accessible

#### **Purchase Process:**

- 52% of respondents obtain information on purchasing policies and procedures for lab supplies on the UW-Madison purchasing site
- Overall, nearly half of respondents have had no training or did not know training was available
- The selection and purchasing process for scientific supplies varies greatly by department, as do the individuals involved
- 94% of survey respondents have spent time price shopping and/or comparing products; noted time spent making comparisons varied, but was typically less than one hour

#### **Preferences:**

- 45% of respondents ranked product quality the most important criteria when selecting and/or purchasing scientific supplies; other important criteria were price and the product's ability to meet research requirements
- 64% of respondents look first to the UW-Madison Materials Distribution Services (MDS) e-Commerce website when purchasing supplies; however, 10% of respondents prefer not to use MDS and 16% prefer to use P-Cards
- Respondents indicate that the two most meaningful changes to MDS would be (i) the ability to search for more vendors at once and (ii) having more contracted vendors on the order site
- Approximately 70% of respondents would consider purchasing generic items of comparable quality at a cheaper price