

### **Suppliers Satisfaction Questionnaire (2009 – 2010)**

1-	There are effective Communications Tools between SSIF & Suppliers
2-	Availability of data from the Fund
3-	SSIF meets its financial obligations on time
4-	There is enough time to prepare of tenders' proposals
5-	SSIF contact people have all needed information
6-	SSIF provides the suppliers with updates related to their business relation
7-	SSIF responds to suppliers inquires, suggestions and complaints
8-	SSIF evaluates the tenders with high transparency
9-	How do suppliers assess the relation with SSIF in light of the relations with other partners ?
10	Are you willing to keep the business relation with SSIF
11-	Compared with similar institutions, are you satisfied with the services provided by SSIF
12-	Have you noticed any progress in services provided by SSIF during the last 6 months?



SSIF initiates contact with clients.	1	3	3	2	3	3	3	3	87.50%
How do you assess SSIF's website.	2	3	3	2	2	3	3	3	87.50%
Compared with similar institutions, are you satisfied with the services provided by SSIF.	2	3	3	2	3	3	3	3	91.67%
Have you noticed any progress in services provided by SSIF during the last 6 months?	2	3	3	2	2	3	3	3	87.50%
	72%	100%	100%	86.11%	94.44%	100%	97.2%	100%	93.75%