



Supply Chain Evaluations

Following are two sample evaluations that provide examples for gathering input for and about the supply chain department.

Supply Chain Service Evaluation

The sample survey is an example for gathering input about supply chain services from various departments.

Supply Chain Rounds Report

Supply Chain staff will complete this duplicative form and leave a copy with the supply coordinator or department manager each time a visual round is made to a department. This can be anything that is important in the supply chain's scope of services to a department.

One copy should be left with the person who is the unit supply coordinator, and the other taken back to supply chain.

These examples are not intended to be all-inclusive and it is recommended that providers use it as a template to develop their own evaluation suited for their individual organization.

Health Care Organization Name

"Where needle sticks are painless."

Mystic, Connecticut

Supply Chain Service Evaluation

Supply chain values your input, and we want to respond to specific issues you have identified in this survey. Please take a few minutes to complete it. If you provide your name and unit number, we will respond to you with a solution. If you are more comfortable responding anonymously we understand that, but it will be harder to specifically assist you.

Date: _____ Completed by (Print): _____

Department Name: _____ Unit/Location: _____

Please circle the number that best reflects your impression, on a consistent basis. Route this back to mail drop A-47 in the south service building.

Central Service

1. I V infusion pumps are always available in my clean closet.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

2. I V pumps are always appropriately cleaned and are always ready for use.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

3. In-house prepared instrument trays are always available.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

Copy Services

1. My orders are always ready when promised.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

Receiving and Distribution

1. My orders are always received by our department at the time scheduled.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

2. I value the fact that I can receive personal packages and have them delivered to my department.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

3. Special orders are always opened, checked for accuracy, and placed in the proper place in my department.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

4. Receiving and distribution staff notes for me that some items on a special order were backordered, so I can plan appropriately.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

Purchasing

1. Special requisitions are always turned around in 24 hours or less.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

2. I believe that the process purchasing uses for procurement of capital equipment is efficient.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

3. I feel well-informed about the status of requisitions for special orders.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

Stores and PAR Stocking Services

1. I always have the products necessary to care for my patients, without a scramble for supplies.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

2. My PAR stocking shelves are always well supplied, without missing items.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

3. If something is missing from my PAR stock, my supply chain representative is always helpful in finding a replacement, or spare product for me.

1	2	3	4	5	6	7	8	9	10
Never		Occasionally		Sometimes			Usually		Always

Your written comments and suggestions below will also help us improve, and make us all more efficient. Please add them here.

You are doing this right!

This can use improvement!

Here is a suggestion that make our lives easier.

Health Care Organization Name

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Mystic, Connecticut

Supply Chain Rounds Report

Supply chain paid a visit to your clean storage areas today. Below is what we found.

Date/Time: _____ Completed by (Print): _____

Department Name: _____ Unit/Location: _____

Call Extension _____ to speak with me. Received by: _____
Department Representative

PAR Stock Area

1. We noticed stockouts. They include:
 - a. _____ Substitute is coming by _____
 - b. _____ Substitute is coming by _____
 - c. _____ Substitute is coming by _____
 - d. _____ Substitute is coming by _____ I came back with a small supply, or a replacement for the items that are checked above. We will have the original supply back on the shelf as quickly as we can!
2. You are missing one or more shelf labels. We have requested replacements that will be on your shelves in the next day or two.
3. The floor is dirty in your clean storage area. We have asked housekeeping to make a special effort to mop and clean it for you.
4. We noticed that you have boxes on the floor. We have scheduled a review to determine where on the shelves we can place this material for you.
5. Several bins are broken. We will replace those in the next several days.
6. Several bins are the wrong size. We will adjust those in the next several days.
7. We have identified issues with your Pyxis unit(s). These will be taken care of in the next few days.
8. It looks like you are overstocked on one or more items, and they are spilling out on the shelves and the floor. We will arrange a time to discuss why there is extra inventory and make appropriate adjustments.

9. [] I believe that you have a consistent stock-out situation for certain products, and I will make arrangements to meet with you to quickly review adjustments, so that you have adequate stock.

10. []

11. []

Special Order Area

Your supply administrative coordinator is responsible for re-ordering the following items, which look low to us. Please use the purchasing requisitioning system to reorder these products.

<i>Manufacturer</i>	<i>Manuf. Stock Number</i>	<i>Description</i>	<i>Check for STAT</i>
_____			[]
_____			[]
_____			[]

If you would like an item added to your inventory, please let me know.

Other Notes: _____

Distribution: Original left with department; Copy returned to supply chain office