

Survey results

Prioritization of customer requirements

How much do you prioritize supplier's technical service on a scale of 1 to 10?

Average:

7.67

7	9	8	8	7	7
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How much do you prioritize supplier's quantity discount on a scale of 1 to 10?

Average:

8.17

8	7	8	8	9	9
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How much do you prioritize supplier's performance history on a scale of 1 to 10?

Average:

6.17

6	8	6	5	6	6
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How much do you prioritize supplier's transportation on a scale of 1 to 10?

Average:

7.33

7	8	8	7	8	6
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Relationships between customer requirements and supplier criteria

How would you characterize the relationship of the two criteria?

	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Average
Technical service and price	9	9	9	3	9	3	7.00
Technical service and supplier profile	3	3	3	3	3	3	3.00
Technical service and delivery time	3	3	9	9	9	3	6.00

	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Average
Technical service and quality	9	9	9	9	3	9	8.00
Quantity discount and price	9	3	3	9	3	9	6.00
Quantity discount and supplier profile	3	1	1	3	3	1	2.00
Quantity discount and delivery time	1	0	0	0	0	1	0.33
Quantity discount and quality	1	1	1	1	1	1	1.00
Performance history and price	1	3	1	0	0	0	0.83
Performance history and supplier profile	9	3	9	9	9	9	8.00
Performance history and delivery time	3	3	1	1	3	9	3.33
Performance history and quality	3	3	3	3	3	1	2.67
Transportation and price	1	3	3	1	3	1	2.00
Transportation and supplier profile	1	1	1	1	1	0	0.83
Transportation and delivery time	9	9	9	3	3	9	7.00
Transportation and quality	1	3	3	1	1	0	1.50

Interrelationships between supplier criteria

How does change in the first criteria affect the second one? (positive indicates proportional relation and negative indicates inversely proportional relationship)

	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Defuzzified value
Price and supplier profile	Positive low	Positive medium	Positive low	Positive medium	Positive low	Positive low	0
Price and delivery time	No effect	Positive low	Zero effect	Positive low	Zero effect	Zero effect	0.3365
Price and quality	Positive medium	Positive high	Positive high	Positive high	Positive high	Positive high	0.7019
Supplier profile and price	Positive low	Positive low	Positive low	Positive medium	Zero effect	Positive medium	0.2857
Supplier profile and delivery time	Negative medium	Zero effect	Negative low	Zero effect	Negative low	Negative low	0.2143
Supplier profile and quality	Positive medium	Positive low	Positive medium	Positive medium	Positive medium	Positive medium	0.4519
Delivery time and price	Negative medium	Negative low	Negative medium	Negative medium	Negative low	Zero effect	-0.3214
Delivery time and supplier profile	Negative medium	Zero effect	Negative medium	Negative low	Negative high	Negative low	-0.375
Delivery time and quality	Negative medium	Zero effect	Negative low	Negative medium	Negative medium	Zero effect	-0.2857
Quality and price	Positive low	Positive high	Positive medium	Positive medium	Positive medium	Positive high	0.5357
Quality and supplier profile	Positive low	Positive low	Positive medium	Positive medium	Positive medium	Positive medium	0.4135
Quality and delivery time	Zero effect	Negative low	Zero effect	Zero effect	Zero effect	Zero effect	0