

SynYang achieves ‘outstanding’ results in supplier evaluation



June 2011

SynYang recently scored 90.35 out of 100 in a supplier evaluation.

The UK team was assessed for the work it did for a leading UK charity over the last year. It achieved ‘outstanding’ results in reliability, customer support, responsiveness and personnel, and ‘better than average’ on timeliness, quality and business relations.

This is an incredible result and truly demonstrates SynYang’s ongoing focus on delivering a service and a quality that is second to none.

The scoring matrix is based on the following:

Unreliable	0
Poor	1
Average	2
Good	3
Outstanding	4

Category		Final score	Final score %
Reliability	How reliable do you think this company follows through on its commitments?	4	11.12
Personnel	How satisfied do you feel about the attitude, courtesy, and professionalism of this company’s staff?	4	11.12
Customer support	How satisfied do you feel about the customer support you received from this company?	4	11.12
Responsiveness	How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	4	11.12
Order accuracy	How well do you think the product/service delivered matched your order specifications and quantity?	3.5	9.73
Delivery / timeliness	How satisfied do you feel about the timeliness of the product/service delivery?	3.5	9.73
Quality	How satisfied do you feel about the quality of the product / service provided by this company?	3.5	9.73
Business relations	How easy do you think this company is to do business with?	3.5	9.73
Cost	How closely did your final total costs correspond to your expectations at the beginning of the transaction?	2.5	6.95
	Total	32.5	90.35