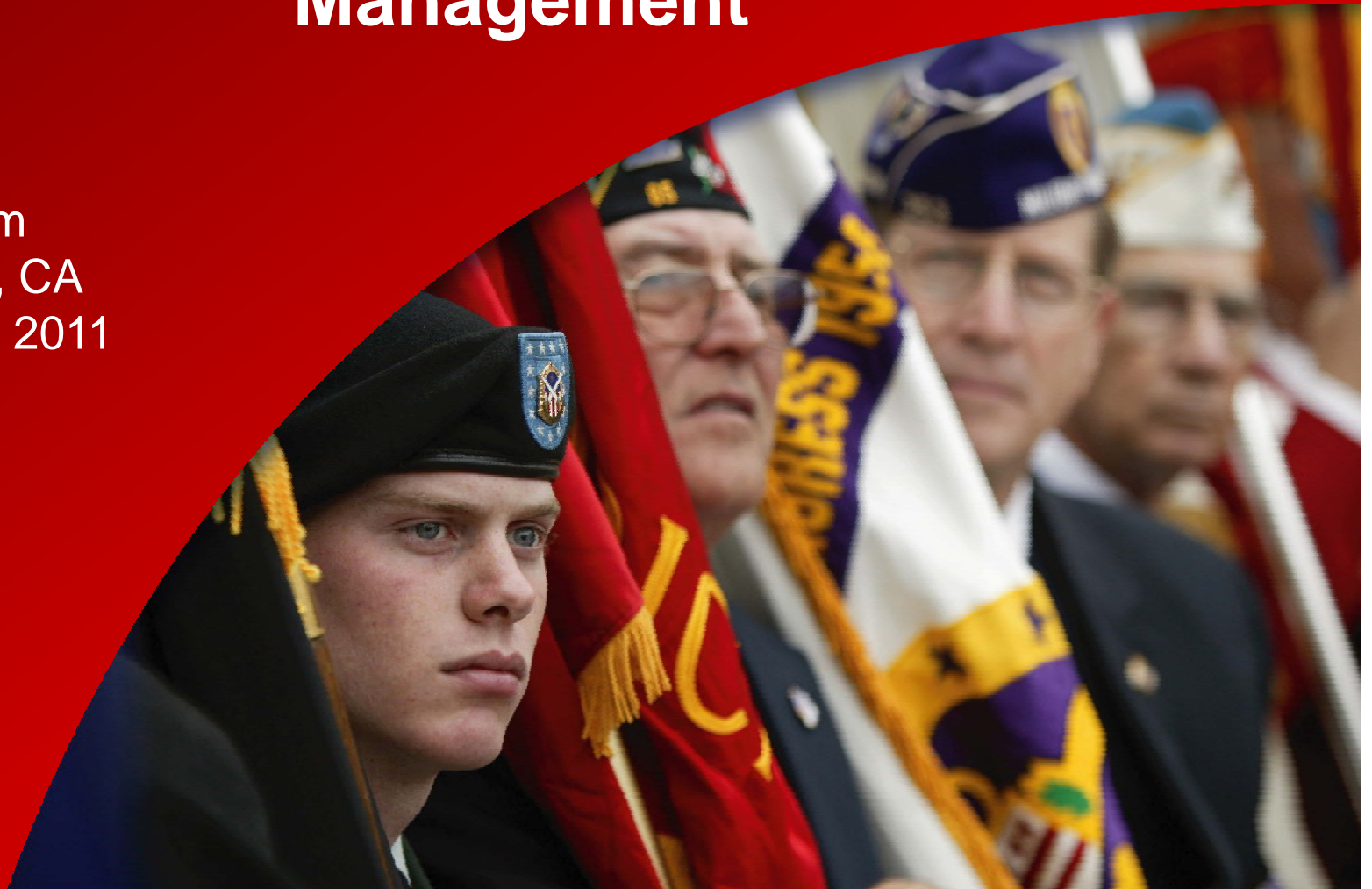




Department of Veterans Affairs

# VA Supplier Relationship Management

Regional Forum  
San Francisco, CA  
September 13, 2011





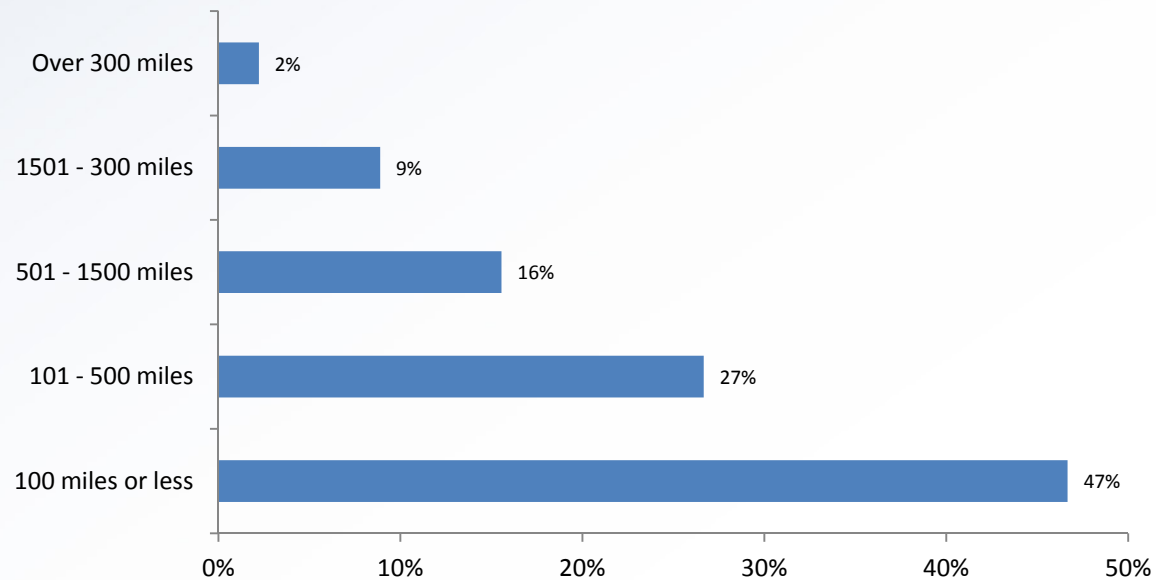
# **San Francisco SRM Forum Participant Survey**

***Morning Session***



# Participant Demographics

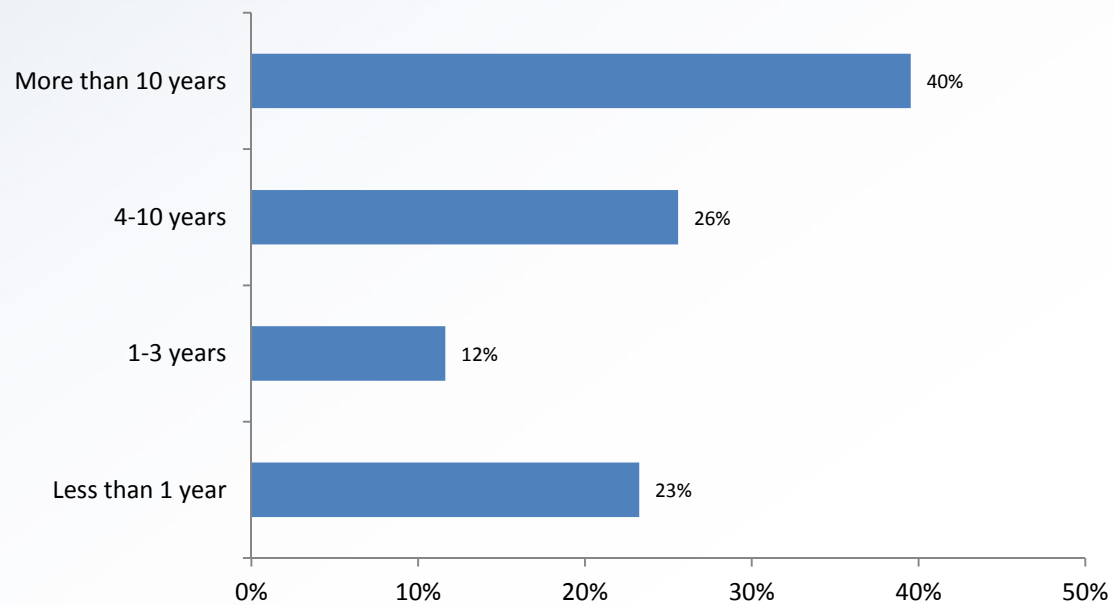
How far did you travel to get to today's forum?





# Participant Demographics

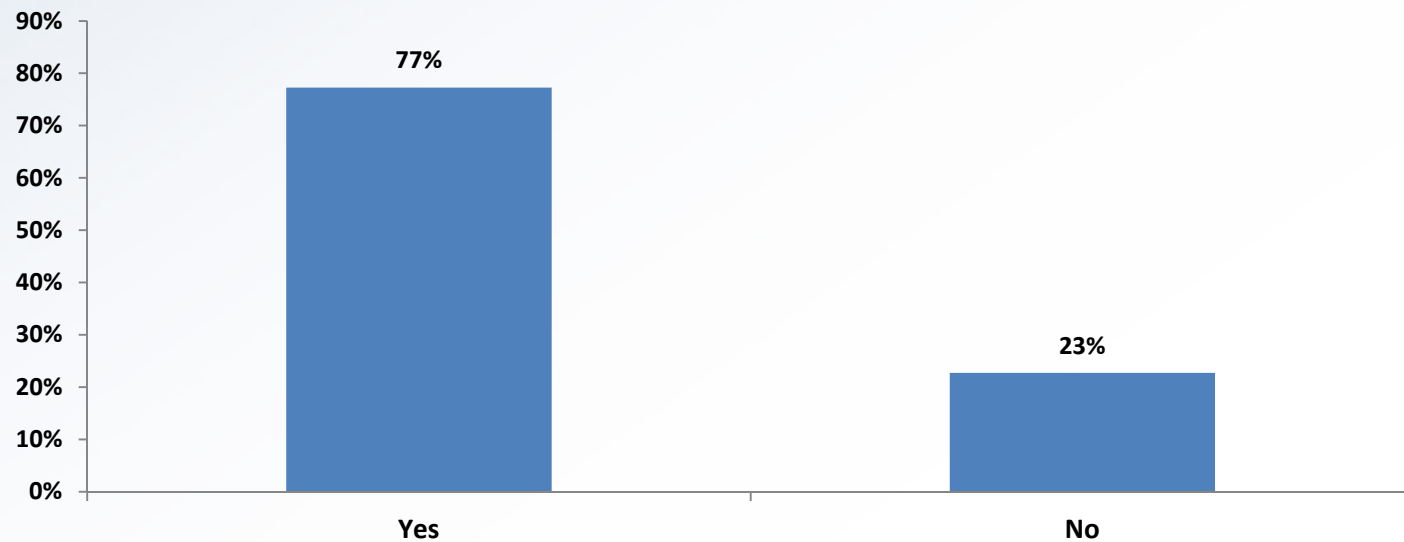
**How many years have you been a supplier to VA?**





# Participant Demographics

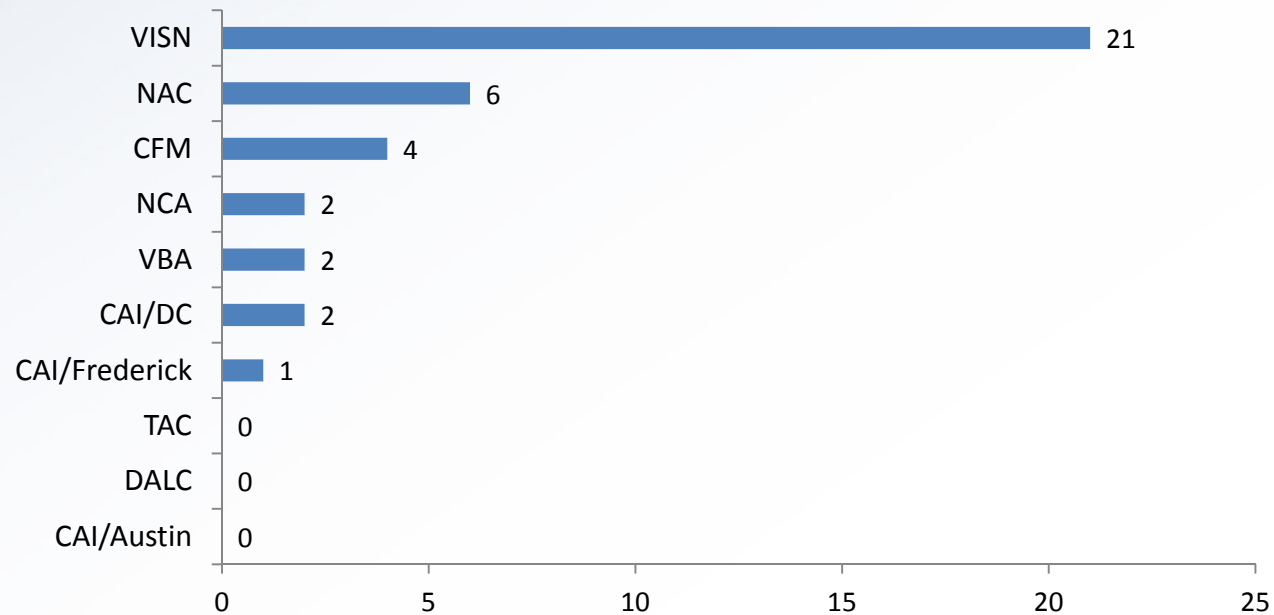
Do you currently have an active contract with VA?





# Participant Demographics

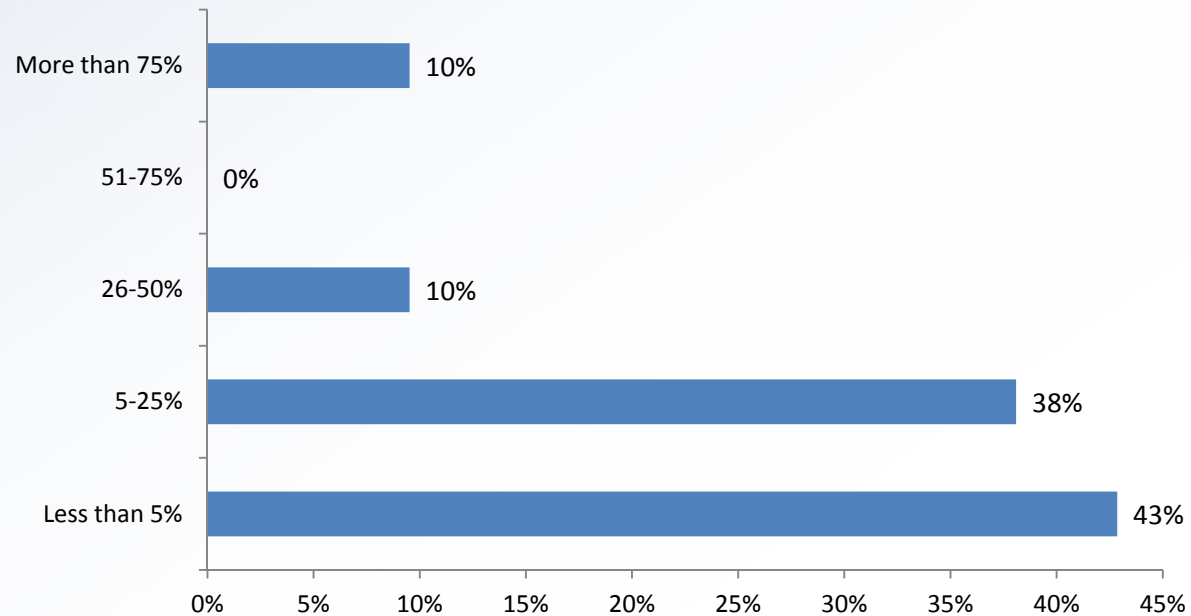
Which VA contracting office do you primarily work with?





# Participant Demographics

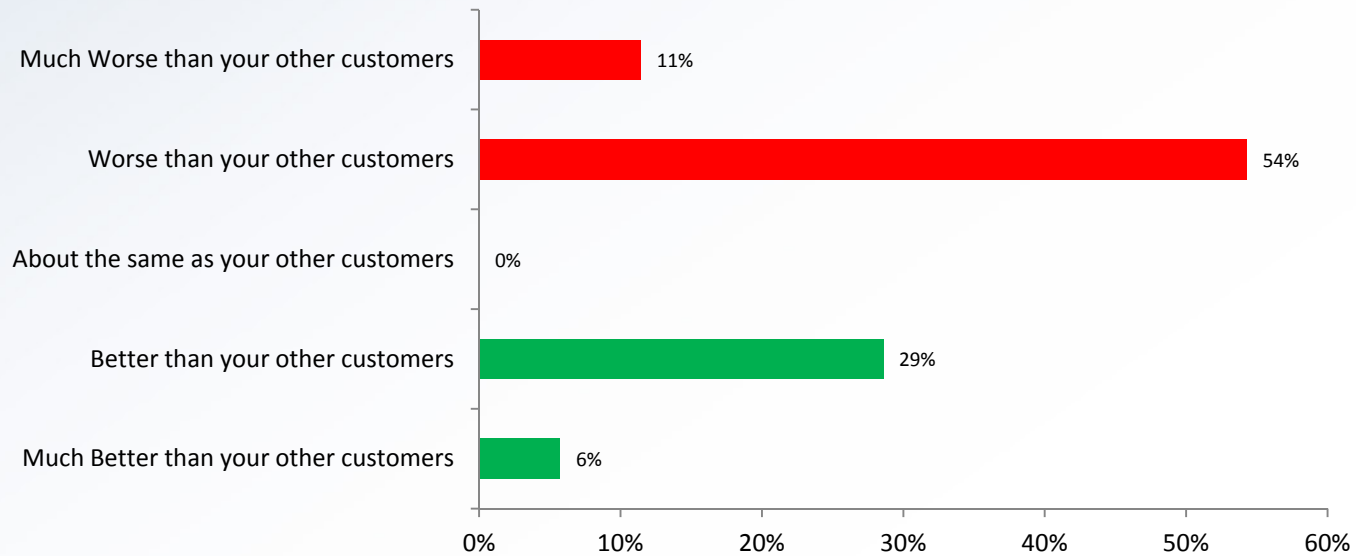
What percent of your revenue comes from VA Contracts?





# Satisfaction Ratings

## VA's Processes Allow You to Provide Best Value

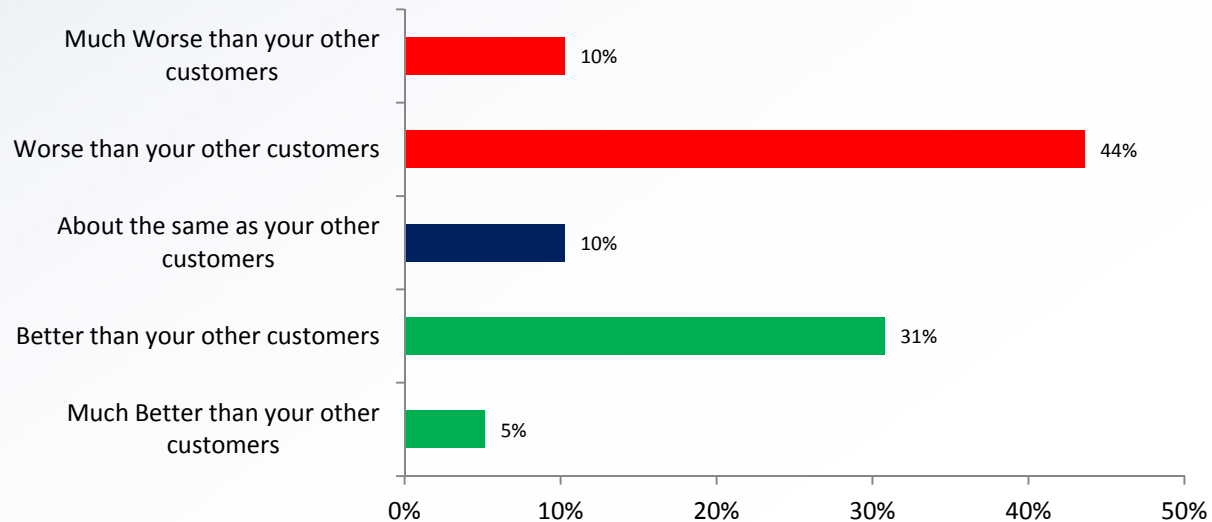






# Satisfaction Ratings

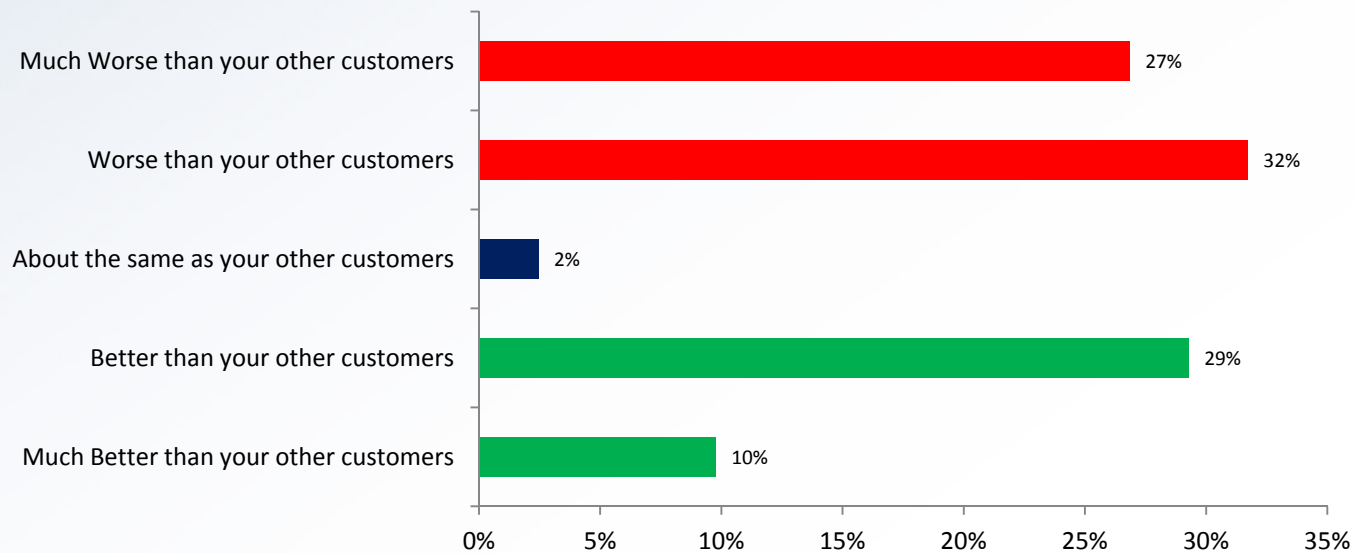
## The Overall Quality of the Working Relationship Between VA and Your Company





# Satisfaction Ratings

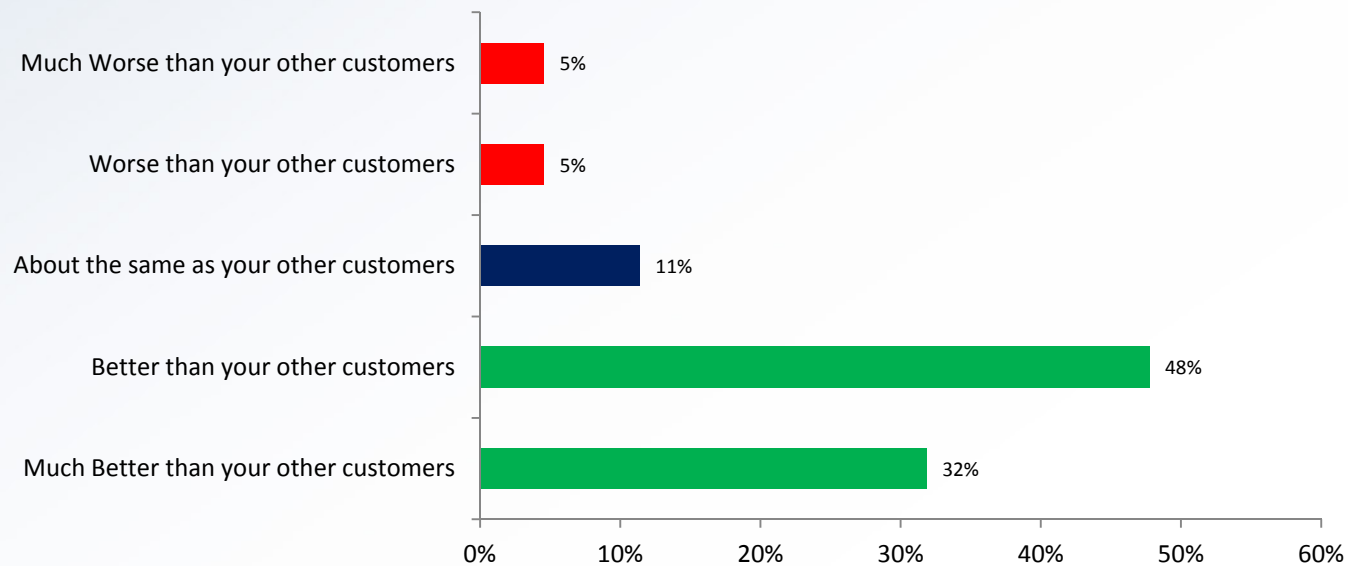
## VA's Commitment to You for a Long Term Business Relationship





# Satisfaction Ratings

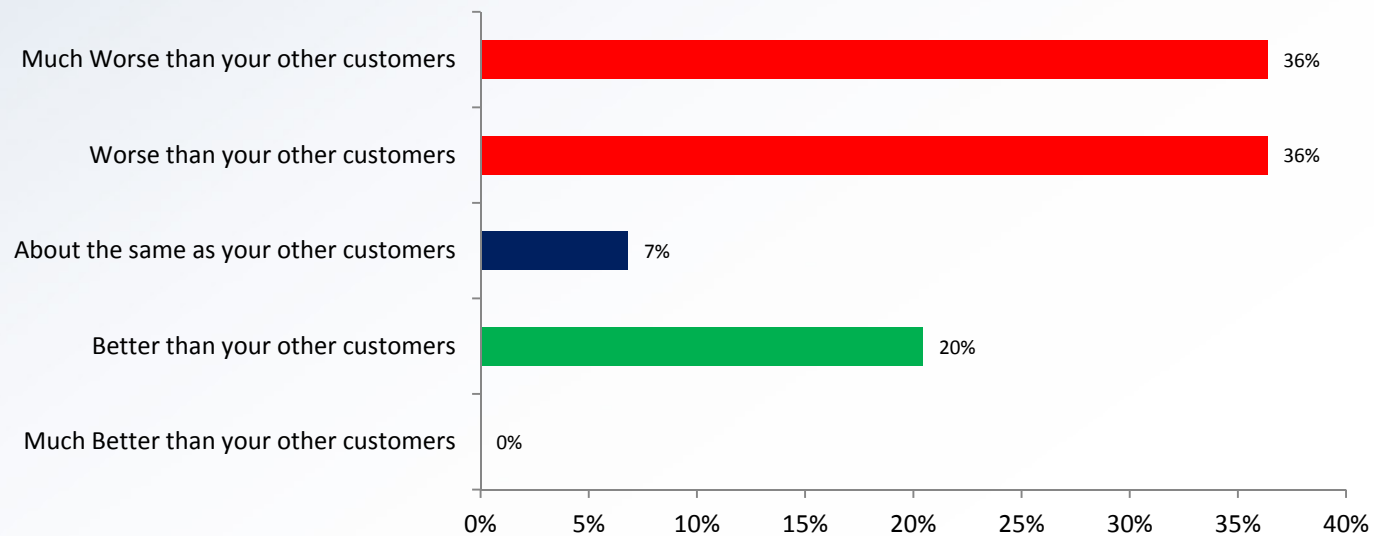
## Your Commitment to VA for a Long term Business Relationship





# Satisfaction Ratings

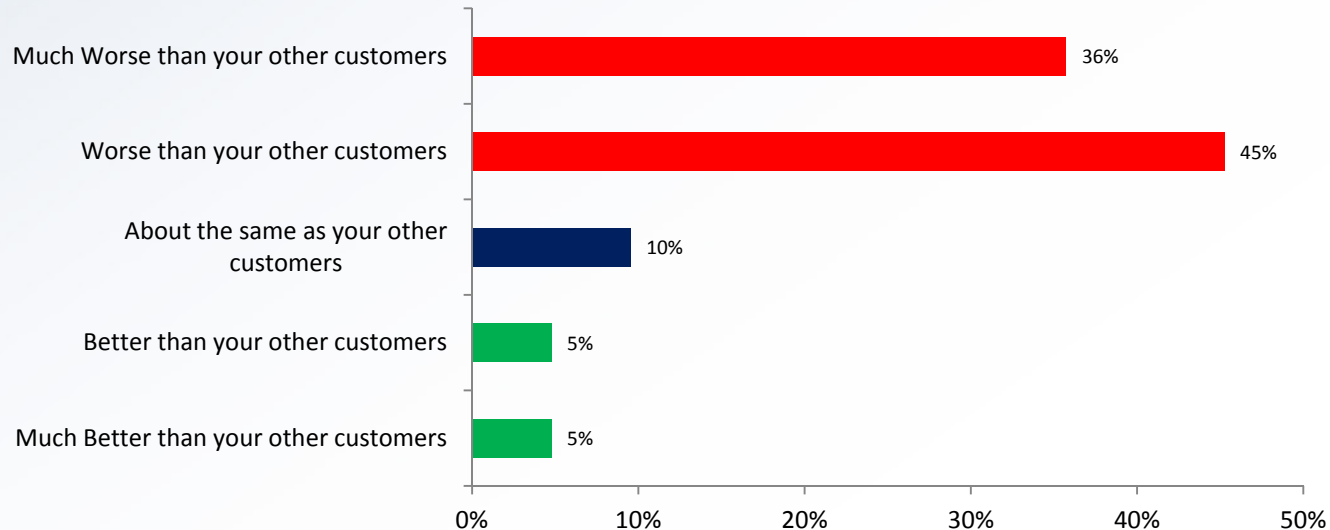
## VA's Overall Procurement Process





# Satisfaction Ratings

**VA makes it easy for you to succeed in effectively providing the goods and services they procure**





# Satisfaction Ratings

## The Extent to which VA Provides an Effective Interface Between its Management and Yours

