

THE VOICE OF THE SUPPLIER



SUPPLIER
RELATIONSHIP
MANAGEMENT

VOICE OF THE SUPPLIER

HOW TO CONTACT
US



WHAT WE DO?

We design, deliver and manage tailored Voice of the Supplier programs, combining best-practice survey design, intuitive analytics, optional interviews, and practical action planning.

Whether you're managing strategic suppliers, critical vendors, or complex supply chains, we help you gather the insight you need to reduce risk, drive performance, and create long-term value.

WHY?

Suppliers are on the front line of your business.

Their experience, good or bad, affects everything from service delivery to innovation and brand reputation. Yet few organisations systematically listen to their suppliers, and fewer still act on what they hear.

At SRM Tribe, we close that gap turning supplier insight into measurable improvements and strategic advantage.

BENEFITS

Gartner
Forbes
HICX

68%

of suppliers say that they are more likely to remain loyal to companies that engage them through feedback mechanisms like VoS surveys

72%

with VoS surveys in place report that supplier feedback helps them identify potential risks and challenges early, leading to proactive problem-solving.

63%

of procurement professionals report that supplier feedback directly impacts their ability to negotiate more effectively, leading to faster and better deals

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for a free consultation & a conversation about all things suppliers!

HOW IT WORKS

Discovery & Set Up

Engage & Data
Collection

Insights, Analysis &
Reporting

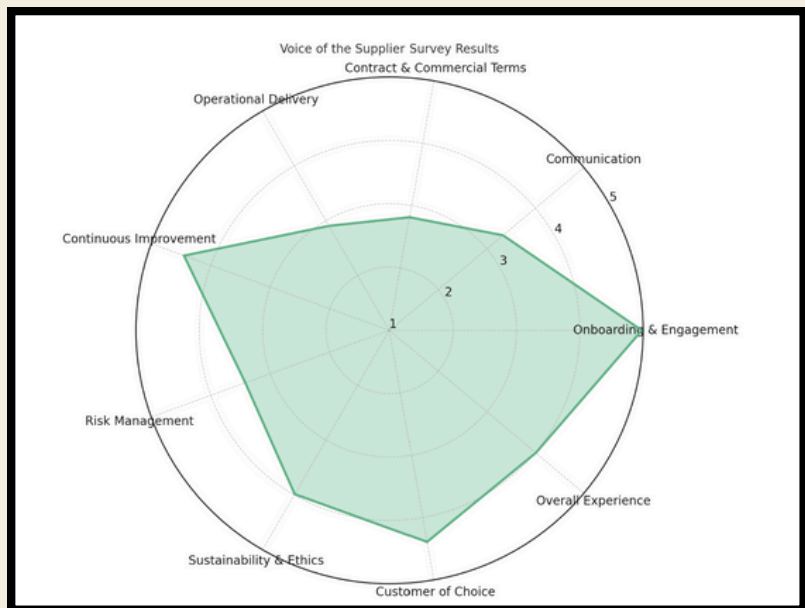
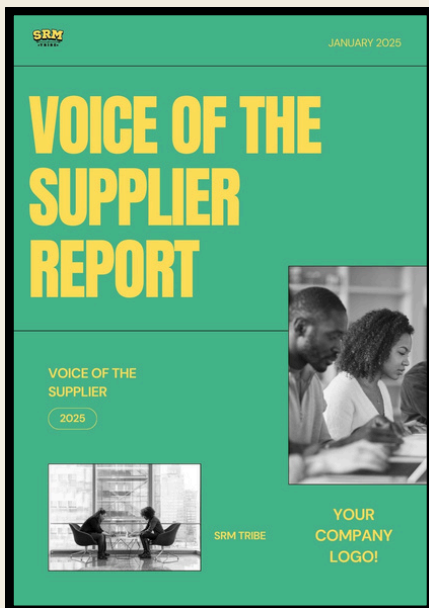
Action &
Continuous
Improvement

THE PROCESS



Estimated total time 4-12 weeks depending on number of suppliers, customisation required and interview selection. The same regarding pricing. We will build a proposal for you based on size, customisation, requirements & complexity.

THE RESULTS



You've got the skills in-house, but sometimes, a fresh perspective can unlock deeper insights.

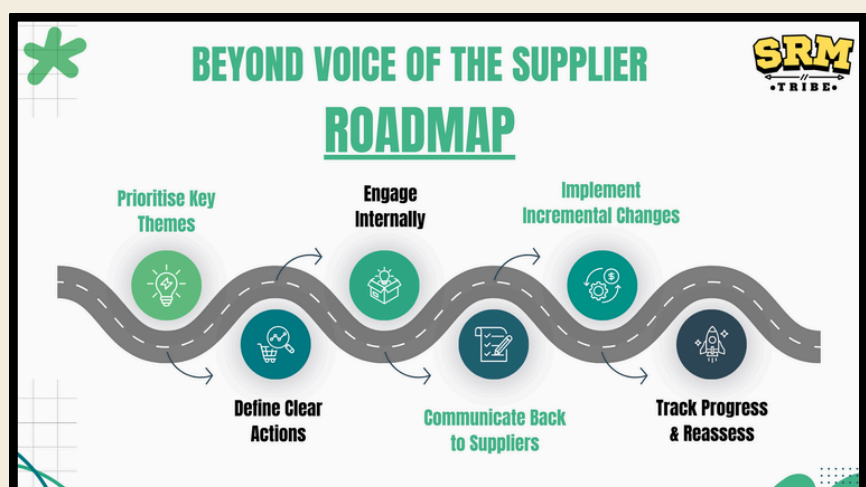
Partnering with a trusted third party to deliver your Voice of the Supplier survey brings powerful benefits: suppliers are more open and candid, responses are independently validated, and the results arrive faster, so you can take action with confidence. It's your data, only sharper.

However, we bring expertise to the table, with a tried-and-tested approach that measures the core supplier experience across primary categories, then goes further!

Our survey also uncovers powerful secondary insights that businesses often overlook, like innovation, adaptability, and resilience in the face of change.

These are the hidden drivers of long-term supplier success, and you won't find them captured like this anywhere else on the market.

When we are done, we then leave you with advice & a roadmap towards improvement.



Because of our innovative approach, we'd welcome the opportunity to connect with you, whether by call, Teams or in person. To walk you through the reporting in more detail and show how these insights can drive meaningful change for your business.