

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

Contact: matt@srmtribe.com / +44 (0) 7794455336
for a free consultation & a conversation about all things suppliers!

HOW IT WORKS

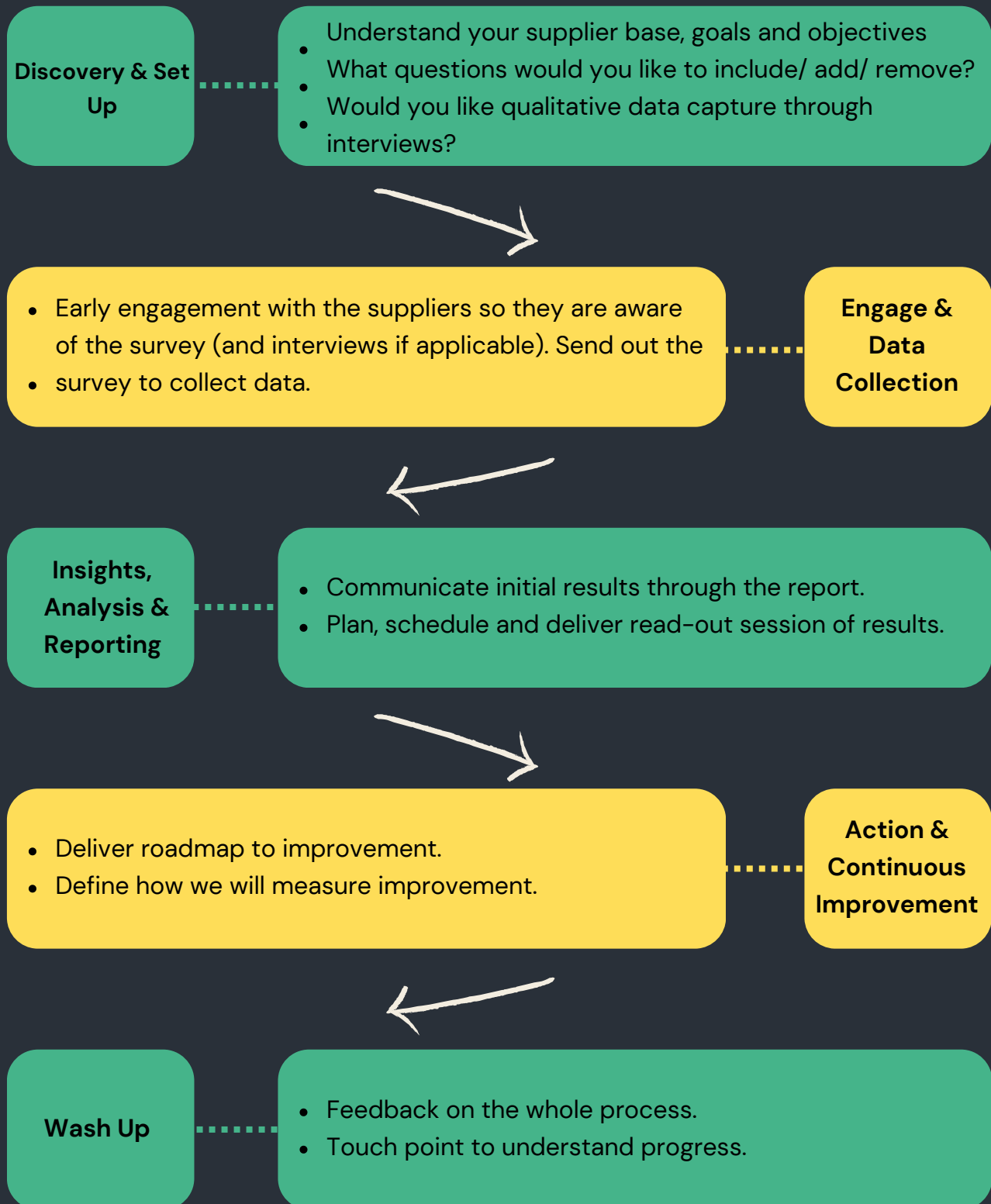
Discovery & Set Up

Engage & Data
Collection

Insights, Analysis &
Reporting

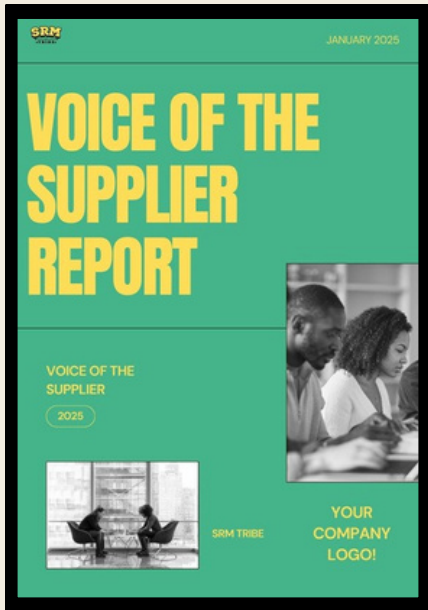
Action &
Continuous
Improvement

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. We bring expertise to the table, with a tried-and-tested approach that measures the core supplier experience across primary categories and secondary categories. You will receive a report, data sheets & a presentation of your results.

Primary

Onboarding
Communication
Contract & Commercial
Terms
Operational Delivery
Continuous Improvement
Risk Management
Sustainability & Ethics
Customer of Choice

Secondary

Responsiveness
Transparency & Fairness
Support & Enablement
Collaboration
Trust
Proactivity
Governance & Compliance
Adaptability
Supplier-Led Innovation

Outputs

Comprehensive Report
Data Sheets
Benchmark
RoadMap
Results Presentation

