

Percent of Total Surveyed

Things that would simplify  
and improve purchase  
operations:

Specialized items/one distributor instead of shopping around	2.6%
Next day delivery/faster delivery	5.3
Back orders by mfr/supply and demand can't be met/shortage of material	2.6
High prices not in budget/inadequate funds	13.2
Red tape/paperwork/too many people/lack of communication	34.2
Not at this time/have enough our ok/meets our needs	10.5
More samples, info, photos left for evaluation/replace or rent if equipment do	15.8
Educated sales approach/expertise/explain product/don't be pushy	5.3
If product new, improved, tested better, deal, prices is competitive	7.9
Good service, supply of parts local	5.3
Improved relations between sales vendors, staff, credit purchaser	21.1
Other	7.9
None/no/don't know	7.9