

Investments (Alpha = .78)

1. This supplier has made significant capital investments to win and keep my firm as a customer.
2. Much of this supplier's capacity is dedicated to supplying my firm.
3. My firm has invested a lot of money and time in helping this supplier to meet our needs.
4. My firm has many unique and special needs that this supplier has been required to meet.
5. This supplier has invested significant resources to tailor its products or processes to meeting our needs.

Joint programs/Exchange: (Alpha = .94)

1. How much has your firm involved itself in joint programs with this supplier in the area of quality improvement?
2. How much has your firm involved itself in joint programs with this supplier in the area of product development?
3. How much has your firm involved itself in joint programs with this supplier in the area of process development?
4. How frequently do your firm and this supplier share cost reduction methods and techniques?
5. How frequently do your firm and the supplier provide each other with product or process quality improvement suggestions?

Manufacturing Capabilities (Alpha = .93)

1. Rate this supplier's ability to produce state of the art products for your needs.
2. Rate this supplier's ability to develop and acquire the latest technology for your needs.
3. Rate this supplier's investments in product research and development.
4. Rate this supplier's investments in process research and development.