



Better Buying™ Questionnaire 2019

Create a New Rating

CR1. *What is the name of the company being rated? Write in name of company.*

TOOL TIP: Better Buying™ currently focuses on the end customer--the brand or retailer whose products you provide directly or indirectly through a 3rd party, such as an importer or agent. Please name the end customer here and use the official name of the end customer's headquarters business.

CR2. *How were the orders from this buyer company received?*

- a) Direct from end customer
- b) From a 3rd party (e.g., importer, agent)
- c) Orders were received both ways

If from a 3rd party,

What is the name of the company providing the order?

Where is this company headquartered? (Choose country)

CR3. *How many years have you provided product to the end customer? Write in the # of years.*

CR4. *What percent of your company's total business is dedicated to this end customer? (This question is optional, but we would appreciate your response.)*

- a) 100%
- b) 76 to 99%
- c) 51 to 75%
- d) 41 to 50%
- e) 31 to 40%
- f) 21 to 30%
- g) 11 to 20%
- h) 10% or less

CR5. *Some questions in this rating will ask for responses based on the largest quantity order you received from this end customer during the last 12 months. For the largest order that has been selected for rating, what region was the location of production?*



- a) Asia: China/Hong Kong
- b) Asia: East and Southeast Asia (except for China/Hong Kong)
- c) Asia: South Asia
- d) Asia Pacific (Australia, Japan, New Zealand)
- e) EEMEA (Eastern Europe/Central and Western Asia, Middle East, Africa)
- f) Latin America (Mexico, Central, and South America)
- g) United States/Canada
- h) Western Europe/UK

CR6. *What is the product category of the largest quantity order you produced for this end customer you are rating? This question requires 2 answers – Category and Sub-Category. Both fields are mandatory.*

Category	Sub-Category
Apparel	Apparel Accessories
	Bags (/totes/backpacks)
	Handbags/small leather goods
	Headwear
	Hosiery/socks
	Jewelry
	Knitwear
	Outerwear
	Pants/shorts/skirts/bottoms/denim
	Shirts/blouses/dresses
	Sleepwear
	Sportswear (active/uniforms/performance)
	Sportswear (casual)
	Suits/blazers/trousers
	Sweaters
	Swimwear
	T-Shirts
Underwear/lingerie/bras	
Other Apparel (write in explanation)	
Footwear	Athletic footwear
	Boots/Casual
	Shoes/Sandals/Ballerinas



Category	Sub-Category
	Dress Shoes/heels or flats
	Flip-flops/slippers
	Other Footwear (write in explanation)
Household Textiles	Bedding/duvet covers/blanket/throws
	Pillows/cushions
	Table and kitchenware
	Bath linens (towels, bathmats, etc.)
	Rugs/doormats/carpet
	Window curtains /drapes/shades/shower curtains/sofa covers
	Other Household Textiles (write in explanation)
Other Product	(write in explanation)

CR7. *What is the brand name/label of the largest quantity order you produced for the end customer during the last 12 months?*

CR8. *Upload **Supplier/Buyer Relationship Document**. Suppliers must upload a document that demonstrates they had a business relationship with the customer they are rating over the last 12 months. We check that the document includes the name of the customer you are rating, and a date associated with business activity during the last 12 months.*

Planning and Forecasting Category

1. *Did you receive a forecast or through other means gain insight into buying plans for the season? Base response on the largest quantity order during the last 12 months.*

TOOL TIP: For example, you may have received a forecast, buying plans, or information about buying buckets.

- a) Yes
- b) No (SKIP to question 4)

2. *How many days in advance of order placement was the forecast provided? Base response on the largest quantity order during the last 12 months.*



- a) 180 days or more
- b) 150-179 days
- c) 120-149 days
- d) 90-119 days
- e) 60-89 days
- f) 30-59 days
- g) 29 days or less

3. *Was the forecast updated regularly (for example monthly)?*

- a) Yes
- b) No

4. *Capacity for the buyer's repeat orders is agreed with a supplier in advance of those orders being confirmed.*

- a) Yes
- b) No

5. *Did you reserve capacity for this buyer in advance of production? Consider all orders during the last 12 months.*

TOOL TIP: Reserving capacity may have been a result of a formal commitment made by the buyer or informal communications with your company that led you to believe that a certain quantity of orders would be placed with your company.

- a) Yes
- b) No (SKIP to question 10)

6. *How much did the actual purchase order quantity vary compared with the capacity reserved for the buyer? Consider all orders during the last 12 months.*

- a) +/- 10% or less
- b) +/- 11-20%
- c) +/- 21-30%
- d) +/- 31-40%
- e) +/- 41-50%
- f) +/- 51-60%
- g) +/- 61-70%
- h) +/- 71-80%
- i) +/- 81-90%
- j) +/- 91-99%
- k) + 100% or more
- l) - 100% (order was cancelled)



7. *Did the difference between actual purchase order quantities and capacity reserved result in unutilized capacity?*

- a) No (SKIP to question 8)
- b) Yes

If yes,

How was the unutilized capacity handled?

- a) Buyer paid for unutilized capacity
- b) Supplier had to accept last-minute, low price orders to fill capacity
- c) Capacity was unused
- d) Capacity was given to other customers offering equivalent prices
- e) Other (Essay field; if you are using an acronym, please define it)

8. *Did fluctuations in actual purchase orders versus expected orders result in excess materials?*

- a) No (SKIP to question 9)
- b) Yes

If yes,

How were the excess materials handled?

- a) Buyer paid for excess materials
- b) Buyer asked supplier to hold materials for use in buyer's future orders
- c) Buyer took no responsibility for excess materials
- d) Buyer asked supplier to destroy excess materials
- e) Excess materials were used for other customers' orders
- f) Other (Essay field; if you are using an acronym, please define it)

9. *Does the buyer work as a partner with you in business growth? Consider buyer's behavior over the last 12 months.*

TOOL TIP: For example, sharing its business growth plan so that you can work together for mutual benefit.

- a) Yes
- b) No

10. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Planning and Forecasting. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it.)



Design and Development Category

11. *Did you develop new products at the request of the buyer during the last 12 months?*
- a) Yes
 - b) No (SKIP to question 13)
12. *Of the products your company developed, what percentage did you receive orders for? Consider all products developed for the buyer during the last 12 months.*
- a) 100%
 - b) 90-99%
 - c) 80-89%
 - d) 70-79%
 - e) 60-69%
 - f) 50-59%
 - g) 40-49%
 - h) 39% or less
13. *What percent of the buyer's tech packs were accurate? Consider all products developed during the last 12 months.*
- TOOL TIP: Accuracy means the information was complete, not requiring the supplier to request details/follow up for clarification.
- a) 100%
 - b) 90-99%
 - c) 80-89%
 - d) 70-79%
 - e) 60-69%
 - f) 50-59%
 - g) 40-49%
 - h) 30-39%
 - i) 20-29%
 - j) 10-19%
 - k) Less than 10%
14. *What efforts does the buyer make to improve sustainability (social/labor, environmental, or business sustainability) through Design and Development? (Check all that apply)*
- a) Setting target price prior to starting development
 - b) Giving feedback on reasons for rejecting samples
 - c) Working to improve the conversion rate of requested samples to orders
 - d) Using environmentally friendly color palette



- e) Approving lab dips with color value data
- f) Limiting numbers of physical samples
- g) Using 3D/virtual sampling
- h) Specifying environmentally friendly raw materials
- i) Specifying environmentally friendly production processes
- j) Optimizing layout for cutting efficiency
- k) Reducing unnecessary trims, labels, hangars, packaging, etc.
- l) Other (Please explain; if you are using an acronym, please define it)

15. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Design and Development. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)

Cost and Cost Negotiations Category

16. *For what percent of the purchase orders did the price paid by the buyer cover the costs of compliant production? Consider all purchase orders during the last 12 months.*

TOOL TIP: Be sure to consider the impact of changes made to the product/order after committing to the price that resulted in cost increases, for example requiring more embellishment. Include the costs of wages and benefits; a safe and healthy workplace; non-workplace related compliance; procuring environmentally friendly materials; and required audits, assessments and certifications related to social/labor, environment, quality, and others. In other words, your answer would reflect the percent of POs for which your company made an acceptable profit.

- a) 100%
- b) 90-99%
- c) 80-89%
- d) 70-79%
- e) 60-69%
- f) 50-59%
- g) 40-49%
- h) 30-39%
- i) 20-29%
- j) 10-19%
- k) 5-9%
- l) Less than 5%



17. *After orders are complete, does your company analyze how actual costs compared with the prices you received? (This question is optional, but we would appreciate your response.)*
- a) Yes - If yes, please briefly describe the process. (Essay field, not required; if you are using an acronym, please define it)
 - b) No
18. *Did the buyer use costing negotiation strategies that resulted in high pressure on your business? Consider all orders during the last 12 months.*
- TOOL TIP: High pressure strategies can negatively impact your business; examples are listed in the next question.
- a) No (SKIP to question 19)
 - b) Yes

If yes,

Which of the following negotiation strategies were used? (Check all that apply)

- a) Take it or leave it—meet the target cost or supplier cannot win the order
- b) Allowing only very short times for response to price demands
- c) Using an online bidding strategy versus a “partnership” negotiation strategy
- d) Comparing suppliers only on price instead of a full range of attributes
- e) Sharing competitors’ bids/pressure to meet other competitors across different countries
- f) Requiring supplier to meet specific elements of other suppliers’ cost structure
- g) Demanding across the board price cuts from previous orders/years
- h) Demanding level prices be maintained from year to year, no consideration for inflation (e.g., no consideration for higher raw materials, energy, or wage costs)
- i) Continuing to negotiate prices after bulk production has started
- j) Threatening to move production of existing programs/cut orders in the future
- k) Asking for price commitments based on a larger volume than actual quantity ordered
- l) Making changes to product specifications after FOB price is locked
- m) Making changes to terms (e.g., payment, ship dates, quantities, factories) after issuing purchase order
- n) Constantly calling/emailing, asking for lower price, multiple rounds of negotiation, or other fatigue producing tactics
- o) Using threatening language or negotiating in an angry tone
- p) Requiring previously negotiated price be maintained after changes are made in the order
- q) Expecting unrealistic efficiency gains
- r) Locking prices prior to making commitments
- s) Using cost models that do not allow for supplier profit
- t) Using cost models with inaccurate/outdated minute values
- u) Not factoring in required investments in technology



- v) Passing on fees associated with required environmental certifications and data input (e.g., Better Cotton Initiative data portal fees, Bluesign certification fees)
- w) Increasing administrative requirements without increasing margins for supplier overhead (e.g., requirements for constant reporting on Work in Progress or to justify every cost element)
- x) Other (Essay field; if you are using an acronym, please define it)

19. *Does the buyer invest in alternative technologies to help you save on operational costs?*

TOOL TIP: Consider investments made to improve social/labor or environmental performance, as well as for business operations.

- a) Yes (Please explain the type of investment made by the buyer in your company. If you are using an acronym, please define it.)
- b) No

20. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Cost and Cost Negotiation. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)

Sourcing and Order Placement Category

21. *Does the buyer use an integrated scorecard that includes both commercial and sustainability criteria when making sourcing decisions?*

- a) Yes
- b) No

22. *What percent of the buyer's purchase orders for bulk production were accurate? Consider all purchase orders received during the last 12 months.*

TOOL TIP: Accuracy means the information was complete and matched agreements on quantities, factories, etc., not requiring the supplier to request details/follow up for clarification or correction.

- a) 90-100%
- b) 70-89%
- c) 50-69%
- d) 49% or less



23. *Does the buyer set minimum expectations for CSR/compliance requirements for production of its orders?*

TOOL TIP: For example, does the buyer have restrictions on overtime, require health and safety procedures, require certain wages/benefits?

- a) Yes
- b) No (SKIP to question 24)

If yes,

What incentives did the buyer provide for compliance/CSR? Consider all orders during the last 12 months. (Check all that apply)

- a) Premium prices
- b) Larger volume
- c) More favorable mix of products
- d) Consistent minimum volume of production per month
- e) Buyer- paid training for skill building/capacity development
- f) Option to set higher minimum order level
- g) Orders for new product types
- h) Financing for advanced technologies
- i) Public recognition of good performance
- j) Shared goal setting for improved sustainability
- k) Other incentive (Write in information; if you are using an acronym, please define it)
- l) No incentives were provided

24. *Does the buyer set minimum expectations for environmental sustainability for production of its orders?*

TOOL TIP: For example, does the buyer require pollution control initiatives, BCI cotton, compliance with the ZHDC standards, or HIGG Index/other third-party environmental certification?

- a) Yes
- b) No (SKIP to question 25)

If yes,

What incentives did the buyer provide for environmental sustainability performance? Consider all orders during the last 12 months. (Check all that apply)

- a) Premium prices
- b) Larger volume
- c) More favorable mix of products
- d) Consistent minimum volume of production per month
- e) Buyer- paid training for skill building/capacity development



- f) Option to set higher minimum order level
- g) Orders for new product types
- h) Financing for advanced technologies
- i) Public recognition of good performance
- j) Shared goal setting for improved sustainability
- k) Other incentive (Write in information; if you are using an acronym, please define it)
- l) No incentives were provided

NOTE. If both questions 23 and 24 are answered NO, then SKIP Win-Win Sustainable Partnership category)

25. *Provide the total number of pieces or pairs in your shipments to this customer for each of the last 12 months. This question asks for information about pieces/pairs of items in your shipment rather than the number of separate shipments made. Please do not use an average number of pieces/pairs because this will affect scoring; the same numbers should ONLY be entered for each month when actual shipments were for the same number of pieces/pairs each month. If the buyer was added as a customer during the last 12 months and no shipments were made until later in the period, put NA in earlier months with no shipments.*

Please only insert digits and letters and no special characters or punctuation marks like / , . #.

TOOL TIP: We understand this is sensitive information and only use it (1) to determine the variability of the month to month shipments to the customer, which allows statistical comparison to other customers and (2) to give buyers understanding of the total volume produced by all the suppliers submitting ratings (with a minimum of five suppliers' information added together. Raw data or identifying information is never shared. Your data is valuable for helping determine what is "better" or "best" practice for different types of businesses. For example, with the information provided by suppliers, we will be able to identify what is best practice when buying seasonal products, such as swimwear.

- a) October (of last year):
- b) November (of last year):
- c) December (of last year):
- d) January (this year):
- e) February (this year):
- f) March (this year):
- g) April (this year):
- h) May (this year):
- i) June (this year):
- j) July (this year):
- k) August (this year):
- l) September (this year):



26. *Approximately what proportion of the total volume during the 12 months was basic versus fashion products? % Basic _____ % Fashion _____*
27. *What were the sustainability impacts (social/labor, environmental, and business) of month-to-month variability in orders from this buyer? Consider the business relationship during the 12 months. (Check all that apply)*
- a) No impact
 - b) Overtime within the law or code requirements
 - c) Hiring of temporary/casual labor
 - d) Subcontracting approved by the buyer
 - e) Unauthorized subcontracting
 - f) Overtime in excess of law or code requirements
 - g) High stress on workers/management
 - h) Increased turnover of workers
 - i) Reduced hours/underemployment of workers
 - j) Layoffs/retrenchment of workers (inability to retain skilled workforce)
 - k) Inability to meet wages and social benefit requirements
 - l) Buyer turned a blind eye to the resulting impacts on working conditions/environment/business
 - m) Reduced factory efficiency and productivity
 - n) Lower product quality/increased quality defects
 - o) Higher costs of raw materials/component parts
 - p) Increased operating, warehousing, and/or logistics costs
 - q) Increased costs for future orders
 - r) Increased air/land/sea freight charges
 - s) Reduced on-time delivery
 - t) Strained working relationships with factories
 - u) Unplanned air freight shipments
 - v) Wasted raw materials
 - w) Use of hazardous chemicals
 - x) Increased water usage
 - y) Other impact (Please explain; if you are using an acronym, please define it)
28. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Sourcing and Order Placement. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)



Payment and Terms Category

29. *Did you make samples for the customer during the last 12 months?*

- a) Yes
- b) No (SKIP to question 31)

30. *Did the buyer promise to pay you for making samples? Consider all samples made during the last 12 months.*

- a) Yes
- b) No (SKIP to question 31)

If yes,

What percent of sample invoices were paid on time? Consider all sample invoices due during the last 12 months.

- a) 90-100%
- b) 70-89%
- c) 50-69%
- d) 49% or less

31. *Were payment terms defined in the bulk purchase order/other agreements? Consider all orders with payment due in the last 12 months.*

- a) Yes
- b) No (SKIP to question 32)

If yes,

What percent of bulk production invoices were paid on time? Consider all invoices due during the last 12 months.

- a) 100%
- b) 90-99%
- c) 80-89%
- d) 70-79%
- e) 60-69%
- f) 50-59%
- g) 40-49%
- h) 30-39%
- i) 20-29%
- j) Less than 20%

If previous answer was not 100%,



On the largest order with late payment, how many days late was the payment? ## of days

32. *For what percent of orders were you paid in full? Consider all orders during the last 12 months. Do not penalize the buyer if payments were reduced due to problems that were your responsibility.*

TOOL TIP: Paid in full means you received the price agreed as stated in the purchase order minus any reductions for problems your company is responsible for. If you did not have this information included in a PO, base your response on any agreement you had with the buyer.

- a) 100%
- b) 90-99%
- c) 80-89%
- d) 70-79%
- e) 60-69%
- f) 50-59%
- g) 40-49%
- h) 30-39%
- i) 20-29%
- j) Less than 20%

If answer to above was not 100%,

What reasons were given for reductions/discounts/claims taken by the buyer? Consider all orders during the last 12 months. (Check all that apply)

- a) poor sales
- b) unsubstantiated claims of noncompliance
- c) unsubstantiated claims about shipping/logistics (e.g., unclear shipping policies, dead freight, claims of incorrect shipping information, handling of accidents at sea/problems with freight forwarders)
- d) unsubstantiated claims about packing
- e) late or unsubstantiated claims of quality defects
- f) currency fluctuations that disadvantage the buyer
- g) arbitrary administrative procedures (e.g., wrong procedures of submitting documents/invoice)
- h) drop in prices of raw materials
- i) automatic reductions for claims that have not been agreed by supplier
- j) new store/store remodeling/new brand launch charges
- k) agent commission charges
- l) late shipment due to inadequate lead time
- m) banking/other finance charges



- n) other (Please provide a short description; if you are using an acronym, please define it)
33. *What were the number of days in the payment terms associated with this buyer's order? Base response on the largest quantity order during the last 12 months.*
- a) 30 days or less
 - b) 31 to 45 days
 - c) 46 to 60 days
 - d) 61 to 75 days
 - e) 76 to 90 days
 - f) 91 to 105 days
 - g) 106 to 120 days
 - h) 121 or more days
34. *What advance payments/favorable terms were provided by the buyer over the last 12 months? (Check all that apply)*
- a) Buyer paid for sampling costs at or before shipment
 - b) Buyer paid deposits on volume orders (What % was paid as deposit?; Fill in essay field)
 - c) Buyer issued letters of credit for volume orders
 - d) Buyer paid for volume orders in full on or before shipment
 - e) Early payment option (with interest fee or % reduction in price)
 - f) Digital settlement (e.g., TT payment)
 - g) Other beneficial terms (Please describe; if you are using an acronym, please define it)
 - h) Buyer did not provide advance payment/favorable terms
35. *How much money/working capital did you have tied up to produce the buyer's orders during the last 12 months? Consider all orders during the last 12 months. (## in USD) (This question is optional, but we would appreciate your response.)*
36. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Payment and Terms. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)

Management of the Purchasing Process Category

37. *Was there an agreed time and action calendar for pre-production and production deadlines? Base response on the largest quantity order during the last 12 months.*



- a) Yes
- b) No (SKIP to appropriate secondary question)

IF YES to question 37,

Did the time and action calendar provide enough time for all processes? Base response on the largest quantity order during the last 12 months.

- a) Yes (SKIP to question 38)
- b) No

If no to above secondary question,

Please describe for what processes is more time needed. (Essay field-optional; if you are using an acronym, please define it)

IF NO to question 37,

Did the terms of the order provide enough time for all processes?

- a) Yes (SKIP to question 38)
- b) No

If no to above secondary question on order terms,

Please describe for what processes is more time needed. (Essay field-optional; if you are using an acronym, please define it)

38. For which of the following key milestones/actions did the buyer miss the deadline during the last 12 months? Consider all orders during the last 12 months. (Check all that apply)

TOOL TIP: Please leave any milestone/action that is not applicable unchecked

- a) No deadlines were missed (SKIP to question 39)
- b) Hand-off of detailed style information for design proto samples (e.g. initial TechPack or detailed sketch and material descriptions)
- c) Ordering proto sample materials
- d) Comments on fit/proto samples
- e) Trims and artwork sample approvals
- f) Lab dips/color sample approvals
- g) Wash/finishing sample approvals
- h) Style consolidation and release of salesman sample order
- i) Ordering salesman sample materials
- j) Salesman sample approvals
- k) Quality testing approvals (development test – fabric, material, garment, etc.)
- l) Bulk order confirmation



- m) Bulk Order Quantity Forecast
- n) Hand off of tech pack for bulk production
- o) Release of purchase order
- p) Ordering bulk production materials
- q) Ordering/technical details for packaging (e.g., labels, hangtags, instructions) for bulk production
- r) Fit sample approvals
- s) Approval of materials
- t) Approval of size set
- u) Final pre-production sample sign-off
- v) Quality testing approvals (production test – fabric, material, garment, etc.)
- w) Top of production sample approvals
- x) Final inspection approval
- y) Shipping sign-off

If answer to above was b-y,

Was the buyer flexible and accountable in ensuring adequate production time? Consider all orders during the last 12 months.

- a) No changes/requirements/performance failures made by the buyer or nominated suppliers necessitated flexibility/accountability to ensure adequate production time
- b) The buyer was flexible in adjusting shipping dates and/or prices to ensure adequate production time
- c) The buyer was responsible for delays but did not amend ship dates or prices

39. Did the buyer nominate suppliers to provide materials used in its orders? Consider all orders during the last 12 months.

- a) Yes
- b) No (SKIP to question 40)

If yes,

Did the buyer take responsibility for managing the relationship with the nominated supplier? TOOL TIP: For example, did the buyer work directly with the nominated supplier to ensure pricing, quality, payment terms, and delivery date were aligned with your requirements. If problems occur due to the nominated supplier's action, your company is not penalized.

- a) Yes
- b) No



40. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Managing the Purchasing Process. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)

Win-Win Sustainable Partnership

NOTE. If answer to both of the questions 23 and 24 in Sourcing and Order Placement were NO, this section is SKIPPED.

41. *What types of demands were made by the buyer's sourcing and/or product-focused staff that conflicted with CSR/compliance/environmental sustainability requirements? Consider the business relationship during the last season. (Check all that apply)*
- a) No conflicting demands were made (SKIP to question 42)
 - b) Demands conflicted with available production time
 - c) Demands conflicted with FOB/pricing of order
 - d) Other demands (Briefly describe the conflicting situation that occurred; essay field is optional)

If checked b, c, or d,

What sustainability impacts (social/labor, environmental, or business) did the conflicts have? Consider the business relationship during the last 12 months. (Check all that apply)

- a) No impact
- b) Overtime within the law or code requirements
- c) Hiring of temporary/casual labor
- d) Subcontracting approved by the buyer
- e) Unauthorized subcontracting
- f) Overtime in excess of law or code requirements
- g) High stress on workers/management
- h) Increased turnover of workers
- i) Reduced hours/underemployment of workers
- j) Layoffs/retrenchment of workers (inability to retain skilled workforce)
- k) Inability to meet wages and social benefit requirements
- l) Buyer turned a blind eye to the resulting impacts
- m) Reduced factory efficiency and productivity
- n) Lower product quality/increased quality defects
- o) Higher costs of raw materials/component parts



- p) Increased operating, warehousing, and/or logistics costs
- q) Increased costs for future orders
- r) Increased air/land/sea freight charges
- s) Reduced on-time delivery
- t) Strained working relationships with factories
- u) Unplanned air freight shipments
- v) Use of hazardous chemicals
- w) Wasted raw materials
- x) Increased water usage
- y) Other impact (Please explain; if you are using an acronym, please define it)

42. How does the buyer enforce its expectations for CSR/compliance? (Check all that apply)

- a) Buyer does not enforce its expectations (SKIP to question 43)
- b) Codes of conduct
- c) Contractual terms
- d) Factory self-assessments
- e) Factory audits (including WRAP/SA800 certifications and/or audits conducted by the buyer or an external organization such as ILO, FLA, etc.)
- f) Corrective action plans
- g) Other (Essay field; if you are using an acronym, please define it)

If checked e,

Did the buyer accept results from recently completed audits/assessments of workplace conditions at your factories in lieu of requiring new audits specifically for the buyer? Consider the business relationship during the last 12 months.

TOOL TIP: Some buyers may be participating in the Social Labor Convergence Project in efforts to harmonize CSR requirements. (<http://slconvergence.org/>)

- a) Yes
- b) No

43. You may provide additional feedback about poor practices or offer suggestions for how the buyer could improve on Win-Win Sustainable Partnership. (Essay field; do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)



Best Practices Category

44. Please briefly describe any best practices you have observed regarding this buyer's purchasing practices. (This question is not required and will not be included in the rating, but we would appreciate your response. Do not include any information that will identify your company because these responses are shared with the buyer company so they can work on improvements. If you are using an acronym, please define it)