My Department Stores
Supplier Management Policy and Procedure
Procedure

Policy Statement

My Department Stores is committed to developing mutually beneficial, professional relationships with suppliers and partners.

Supplier Communications

Supplier communications should be managed professionally and efficiently.

Supplier emails should be responded to within 1 day, and missed phone calls should be returned within 4 hours.

All supplier communications should be recorded in Salesforce.

Communicating with suppliers

Staff should use professional communication skills when communicating with customers.

- Use rapport building skills to establish a relationship with the supplier
- Use open, welcoming body language
- Use active listening skills
- Speak clearly and professionally
- Adjust your speaking to meet the supplier's needs

Recording Supplier Communications Procedure

The following steps should be completed when recording supplier communications:

1. Add a Note in Salesforce
2. Record a subject
3. Record the key information received from suppliers, or provided to suppliers
4. Click 'Add to Record'
5. Search for and select the Contact person
6. Click Save