

Quiz: Who at Your Suppliers Can Break the Rules?

Part I: Who at Your Suppliers Can Override Which Policies?

Use this as a training/brainstorming exercise for your customer service and salespeople. Discuss the process, politics and consequences of asking your suppliers to override their policies in your favor. Consider each of the "rule-breaking" favors listed below that you might ask your suppliers for. Which of the job titles at your suppliers, listed to the right, are most likely to be able, and willing, to override their companies' policies to help you out?

	Customer Service Rep.	Customer Service Mgr.	Territory Sales Rep.	Production Manager	Sales Manager/Exec.	Senior Manager/Exec.
1 Waive exceptional transaction fees (e.g., expedite fees, engineering fees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Waive purchase order policies (e.g., minimum values/quantities, quantity discounts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Improve delivery speed (e.g., change production schedule)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Expedite processing of a warranty repair or replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Offer a lower unit cost or deeper discount (or greater commission/rebate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Take back surplus inventory (beyond allowable annual exchange limits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part II: Who at Your Company Should Ask a Supplier to Override its Policies?

Use this as a training/brainstorming exercise for your customer service and salespeople. Consider each of the "rule-breaking" favors listed below that you might ask your suppliers for. Which of the job titles in your company, listed to the right, are the most appropriate ones to approach your suppliers for each of these favors?

	Customer Service Rep.	Customer Service Mgr.	Buyer / Returns Person	Purch./Operations Mgr.	Sales Manager/Exec.	Senior Manager/Exec.
1 Waive exceptional transaction fees (e.g., expedite fees, engineering fees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Waive purchase order policies (e.g., minimum values/quantities, quantity discounts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Improve delivery speed (e.g., change production schedule)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Expedite processing of a warranty repair or replacement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Offer a lower unit cost or deeper discount (or greater commission/rebate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Take back surplus inventory (beyond allowable annual exchange limits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>