# Supplier Engagement (HE): Dashboard Guidance

Logging in

To access your data, you will need to click on the 'About You' tab and enter your username and password. These will have been supplied to you on sign-up by NETpositive Futures
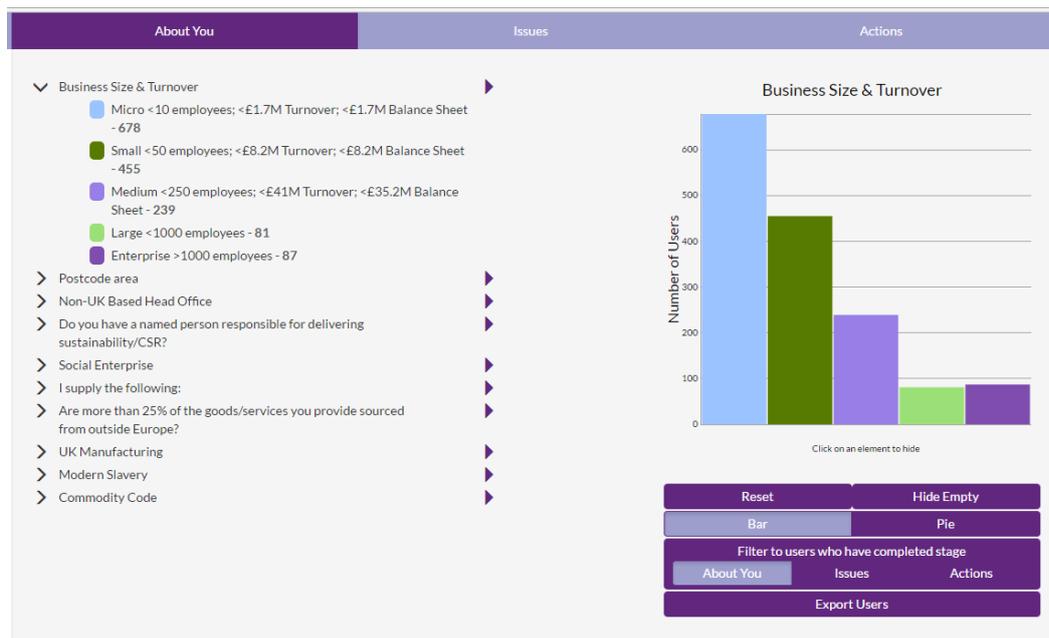
About You

User Flow

The User Flow section provides information on the numbers and percentage of people who have completed the three different sections of the tool. This gives you an idea of the drop-out rates at each stage of the tool. The 'Total' at the top of this section corresponds to the total number of users who have registered a username/password within the Tool.
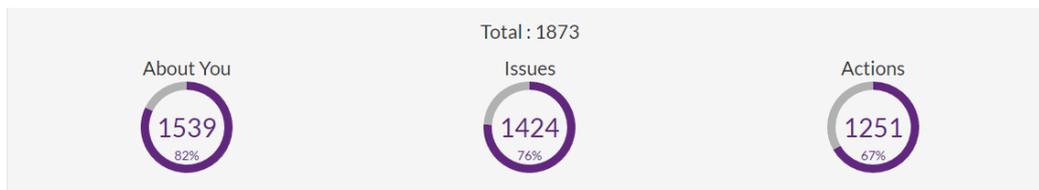

Demographic Breakdown

The Demographic Breakdown provides a far more detailed look at the information provided in User Flow. By selecting categories and sub categories of suppliers (using the triangular arrows on the right of the list) you can see the numbers of different kinds of suppliers who have used the tool along with a graphical representation.

Looking at this data tells you the breakdown of suppliers by business size, commodity code or other demographic selection of your choice.

The screenshot above shows the number of users that have completed the "About You" section of the tool but you can also filter this information by those suppliers that have reached the 'issues' or 'actions' stage of the tool.

Data can also be viewed as a pie chart.
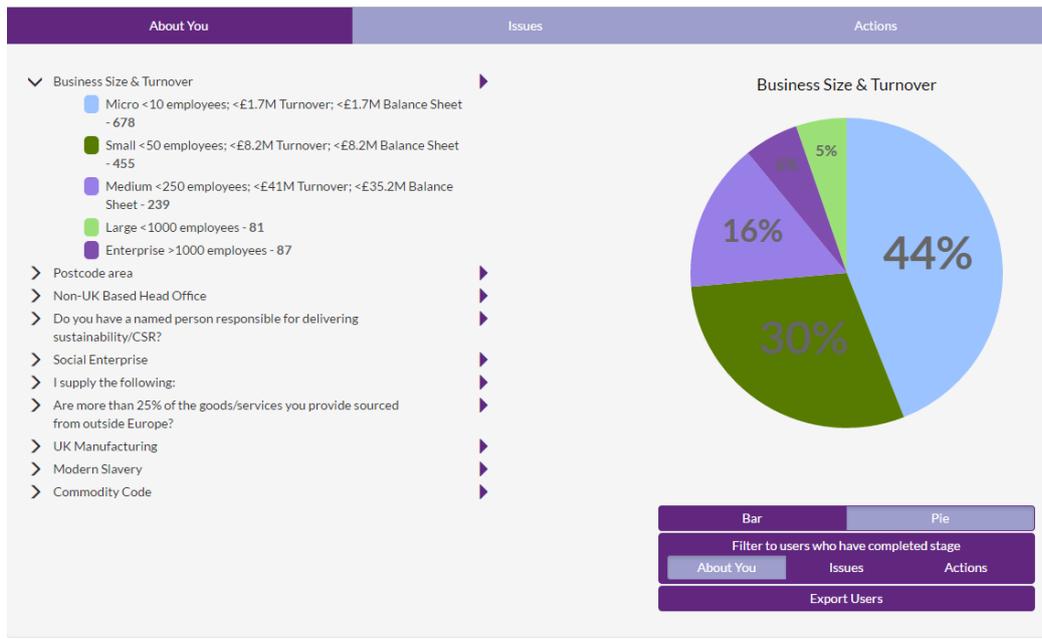
Data can be exported by clicking the "export users" button. This can allow you to enter the data into other programs if you want to analyse it in a different way. See the screenshot below for an example
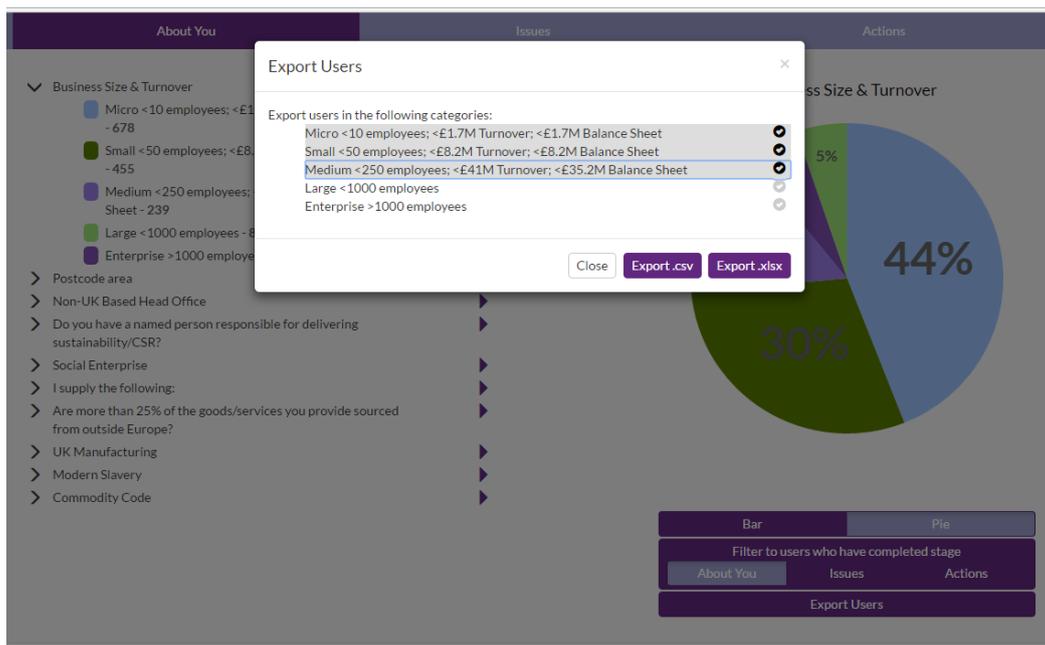
Ensure that you select the required categories by ticking the circles otherwise you will download a blank spread sheet.

Issues

The issues page has three sections: Pre-defined Issues, Issue Groupings and Custom Issues.

Pre-defined Issues

The data table

The pre-defined Issues section displays the table below which presents data on the issues users have selected

| About You | | Issues | | Actions | |

ISSUE NAME	GROUP	TYPE	SELECTED	PRESENTED	SELECTION RATE	AVERAGE RANK
Modern slavery is an issue for our business	Social Impacts	Negative	68	1425	5%	2.68
Our activities have an impact in our immediate locality	Social Impacts	Negative	165	1423	12%	1.60
We could do more to engage and develop our staff	Social Impacts	Negative	372	1424	26%	1.16
We should know more about where the things we buy come from and how they are made	Social Impacts	Negative	308	1425	22%	1.34
Customer feedback is important to us	Social Impacts	Positive	1070	1421	75%	1.41
We are interested in (or are currently) employing apprentices	Social Impacts	Positive	482	1421	34%	2.43
We make work accessible to people from all backgrounds	Social Impacts	Positive	745	1423	52%	2.51
We take our Health and Safety responsibilities seriously	Social Impacts	Positive	941	1423	66%	2.50
We could do more to improve the formal relationships with our staff	Economic Impacts	Negative	197	1424	14%	1.15
We could do more to maintain good relationships with our suppliers	Economic Impacts	Negative	327	1424	23%	1.13
We are keen to communicate with our customers	Economic Impacts	Positive	1027	1421	72%	1.11
We keep up to date with new technology or approaches to working so we can identify innovation or gains in efficiencies	Economic Impacts	Positive	893	1423	63%	1.77
Our business activities use natural resources (energy, water, mined materials, plant or animal products)	Environmental Impacts	Negative	354	1421	25%	1.48
Our goods (or our people) travel	Environmental Impacts	Negative	777	1419	55%	1.38
We produce commercial waste that is sent to landfill	Environmental Impacts	Negative	239	1423	17%	1.46
We are keen to communicate our environmental commitments	Environmental Impacts	Positive	776	1424	54%	1.18
We set targets to improve our sustainability	Environmental Impacts	Positive	560	1421	39%	1.66

The top row of the table in dark purple lets you arrange the data based on the contents of the columns.

| ISSUE NAME | GROUP | TYPE | SELECTED | PRESENTED | SELECTION RATE | AVERAGE RANK |

This is the sort button. It orders the data alphabetically or numerically depending on the content of the column.

This is the colour button. It colour codes the content of the table based on the Issue Group of the issue

This is the filter button. It filters the data on display based on the issue group, allowing you to show only one group at a time.

To see the most or least selected issue, click the sort button on the "Selected" column. This tells you the issues users are most or least concerned about.

Another important metric is the "Selection Rate" which shows the percentage of users that selected this issue. As issues are presented to users based on the 'About You' questions at the start of the tool some issues might have lower selection numbers based on the number of times the issue has been selected, but the selection rate could be very high.

ISSUE NAME	GROUP	TYPE	SELECTED	PRESENTED	SELECTION RATE	AVERAGE RANK
Customer feedback is important to us	Social Impacts	Positive	1070	1421	75%	1.41
We are keen to communicate with our customers	Economic Impacts	Positive	1027	1421	72%	1.11
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Our activities have an impact in our immediate locality	Social Impacts	Negative	165	1423	12%	1.60
Modern slavery is an issue for our business	Social Impacts	Negative	68	1425	5%	2.68

There is also a search function – type a keyword in the box to search for specific issues such as those containing the word 'customer' in the example below. Remove the search term to return to the full list.

About You	Issues	Actions

Predefined Issues

customer

This table shows all the predefined issues that are contained within the tool together with their associated Issue Group, their type (e.g. positive, negative) and information about how many times they have appeared in people's plans and actually been selected. A 'selection rate' is also presented (which is the number of selections divided by the total number of appearances).

For each user, within each issue group, issues are also ranked in order of selection. The average rank across users is therefore also provided. (Note that rankings are 'internal' to an issue group and, therefore, it does not make sense to compare the ranks of an issue associated with the 'Environmental Positive' group vs the 'Environmental Negative' group and so on.)

The table can be sorted by the information in each column; you can filter by Issue Group (and colour groups to make them more apparent) and - using the search box in the top-right corner - you can also search for one or more key words/phrases (Note that separating words or phrases with a comma will search for instances which contain one word/phrase OR the other).

Clicking on an issue in the table allows further analysis of issue selection according to the demographics of tool users. By default a 'simple' view is presented. This allows selection of a particular demographic type and visualisation of the number of users selecting this issue (displayed by default or click 'Users' above the graph), or the selection rate (click 'Selection Rate').

The 'Advanced' interface offers the option to create customised demographic groupings so that similar groups of users can be clustered together for comparison (e.g. you may want to cluster 'small' and 'micro' businesses together and compare with 'medium', 'large', and 'enterprise'. New groups can be added using the '+' icon that appears in this view, and then demographics can be dragged from one group to another as desired. Groupings can also be renamed. Adding demographics to the 'Ungrouped' classification will remove them from the graph.

Clicking the 'download' button will download a CSV file containing information about whether individual users have selected issues or not (along with their associated demographic details).

When viewing the demographic breakdown of issues clicking on the button to the left of the Issue title will take you back to the full table view.

ISSUE NAME	GROUP	TYPE	SELECTED	PRESENTED	SELECTION RATE	AVERAGE RANK
Customer feedback is important to us	Social Impacts	Positive	1073	1424	75%	1.41
We are keen to communicate with our customers	Economic Impacts	Positive	1030	1424	72%	1.11

Issues and Demographics

You can look at the demographic breakdown of each issue. This indicates the specific issues that are of importance to different suppliers. This can be used to highlight problems that need to be addressed during your contract management discussions or other communications with suppliers.

By clicking on an issue name you can see the demographic breakdowns from the About You section of the site for each issue. For example, below is the issue "We produce commercial waste that is sent to landfill" broken down by commodity code.
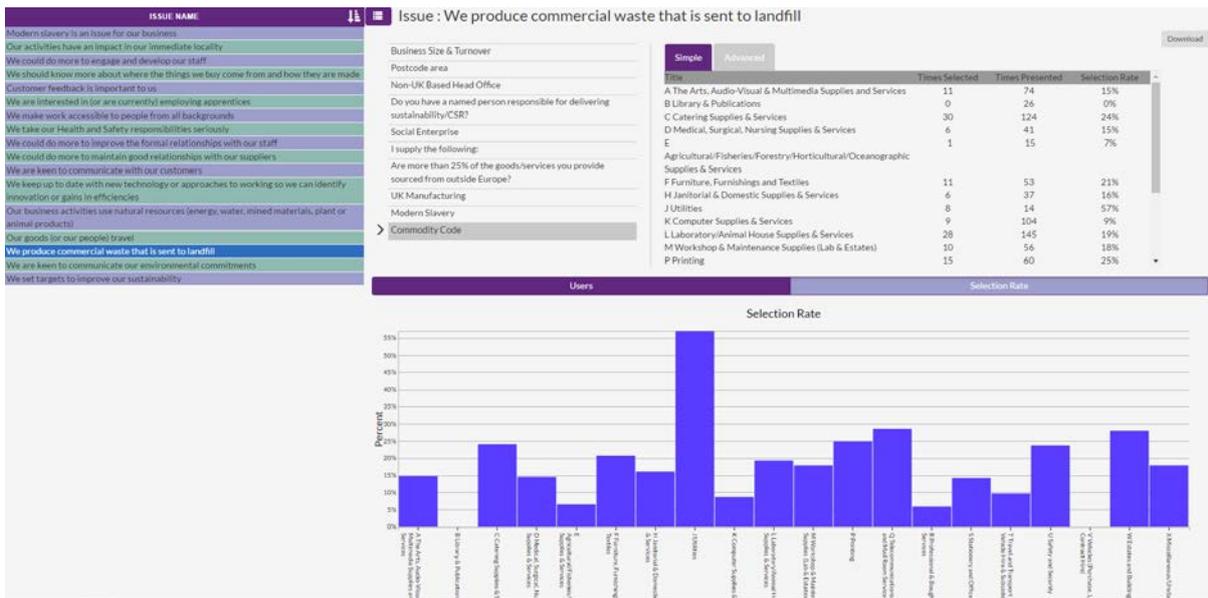
These results show that this issue is most selected by those in the Utilities commodity code but not considered to be an issue for those in the Library and Publications or Vehicles commodity codes.

This data can also be exported to excel using the download button above in the top right corner of the table.

Advanced Interface

The 'Advanced' interface offers the option to create customised demographic groupings so that similar groups of users can be clustered together for comparison (e.g. you may want to cluster 'small' and 'micro' businesses together and compare with 'medium', 'large', and 'enterprise'). New groups can be added using the '+' icon that appears in this view and then demographics can be dragged from one group to another as desired. Groupings can also be renamed. Adding demographics to the 'Ungrouped' classification will remove them from the graph.
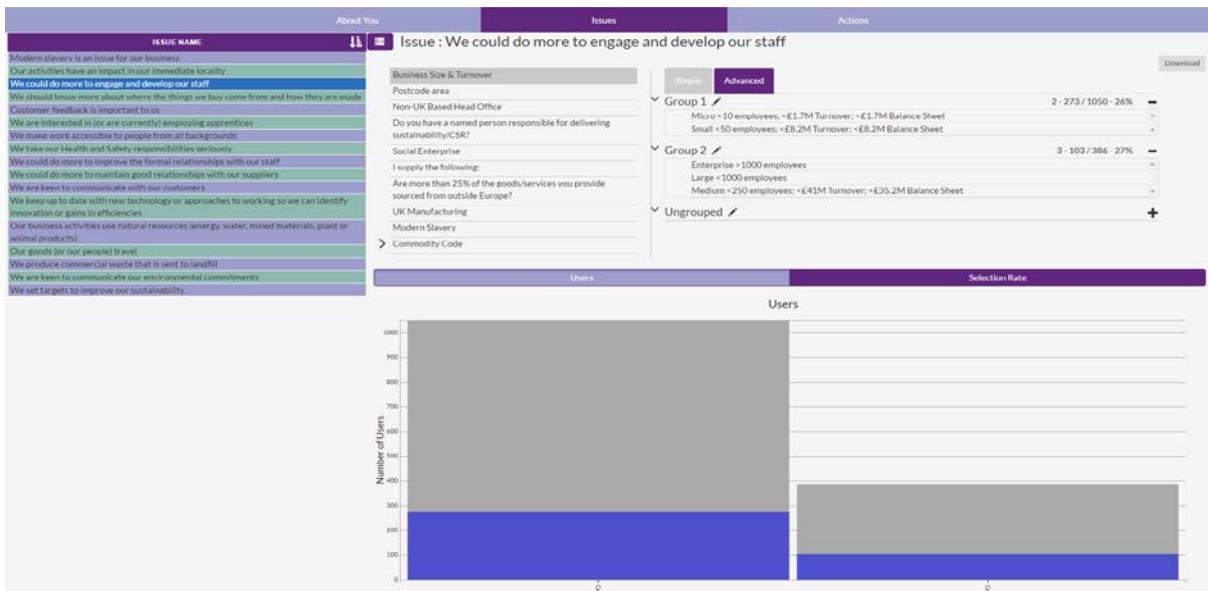
When viewing the demographic breakdown of issues clicking on the button to the right of 'Issue Name' will take you back to the full table view.

Grouping Issues

This table presents the total selection rates of issue groups. You can use the sort buttons to order the table alphabetically or numerically

Issue Groupings

This table shows selection rates and the number of issues selected across each of the Issue Groups contained within the tool.

GROUP	AVERAGE SELECTION RATE	TOTAL ISSUES SELECTED
Environmental Impacts	38%	2708
Economic Impacts	43%	2446
Social Impacts	36%	4155

Custom Issues

Users can enter their own issues that are not present in the tool. These can give insight into issues that could be introduced to the tool more broadly. Search functionality is also present on this list.

Actions

Headline Action Statistics

Headline actions statistics present the total number of actions selected by all users in addition to the progress of actions and how many actions have evidence associated with them.

Headline Action Statistics

This table shows the total number of actions that exist across all your tool users and the overall number of actions at various stages of completion (e.g. 'not started', 'in progress', or 'completed'). The number of actions that have been deleted and number of pieces of evidence associated with actions across all users is also provided.

Total	Not Started	In Progress	Completed	With Evidence	Deleted
17640	10858	3568	2763	1957	451

Pre-defined Actions

This section shows data about the pre-defined actions within the tool. The data is presented in a similar way to the Pre-defined Issues section. The filter and sort buttons are present on the top row of the table to manipulate the data.

ISSUE	ACTION	IN PROGRESS	COMPLETED	NOT STARTED	APPEARED	WITH EVIDENCE	DELETED
Customer feedback is important to us	Have a meaningful process for dealing with customer feedback.	204	247	612	1083	139	20
We are keen to communicate with our customers	Ensure your staff can be responsive	195	182	537	929	89	15
We are keen to communicate with our customers	Understand that communication is a two-way process	210	160	541	929	95	18
We keep up to date with new technology or approaches to working so we can identify innovation or gains in efficiencies	Keep up-to-date with new developments within your sector	220	127	447	798	94	4
Our goods (or our people) travel	Offer sustainable travel options	163	109	483	790	84	35
Our goods (or our people) travel	Explore options that reduce the need for business travel	208	106	457	790	101	19
Our goods (or our people) travel	Understand the travel impacts of your business	174	97	485	790	71	34
Customer feedback is important to us	Be transparent about your customer feedback	177	163	421	778	103	17
We take our Health and Safety	Go beyond Health and	138	142	378	667	99	9

The data can be filtered by actions or by issues.

The sort button can be used to find actions that are the most or least completed, not started, in progress, number of times appeared or with evidence.

The deleted column is useful for determining what actions users are not committed to completing. Action deletion could be because a user isn't interested in the action presented, it isn't possible for them to achieve, or because of the perceived effort involved in completing the action.

Key metrics from the actions data table are

- The most and least "In Progress" actions
- The most and least "Completed" actions
- The most and least "Not Started" actions
- The most and least "Deleted" actions

As with the pre-defined issues there is a search function to narrow down the actions presented in the table.

Actions and Demographics
As with issues, you can look at the demographic breakdowns of actions to assess the type of supplier completing each action.

As an example, below we see users that have completed the "Offer sustainable travel solutions" action, broken down by commodity code.
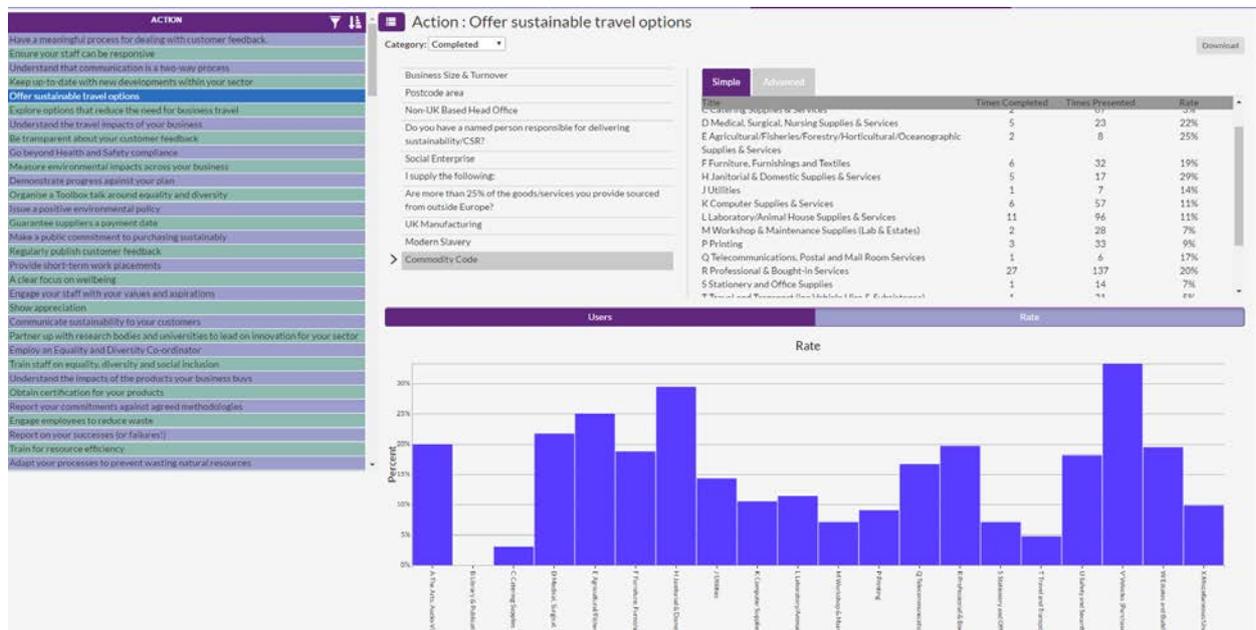

You can also view this information by suppliers that have the action 'in progress', 'not started' and 'deleted' or 'with evidence' by clicking on the 'Category' drop down. As with the demographic breakdowns of Issues, finding the right combination of demographic and actions is important to gather useful information.

This data can also be exported to excel using the download button above in the top right corner of the table.

Advanced Interface

As with the issues section you can also use the 'Advanced' interface to create customised demographic groupings so that similar groups of users can be clustered together for comparison.
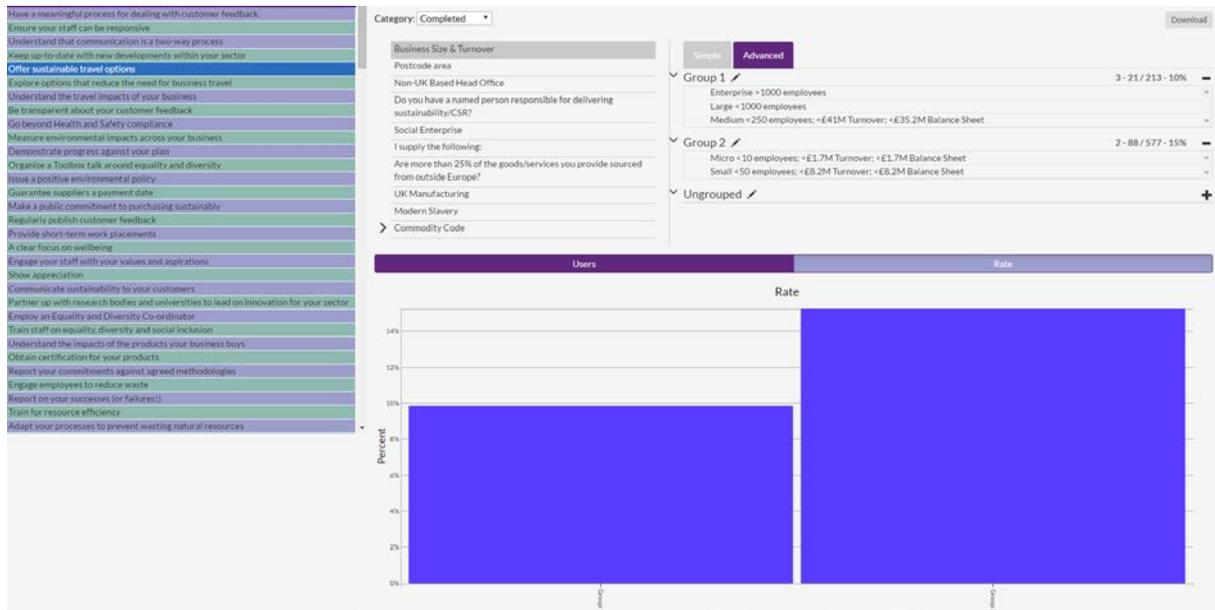
When viewing the demographic breakdown of actions clicking on the button to the left of the Action title will take you back to the full table view.

Evidence

Users enter evidence from their completed actions to provide more detail of what that they are doing. This is potentially a way to capture stories about sustainability from suppliers. This table can be searched for key terms.

Custom Actions

Like the custom issues section, this can be used to crowd source actions that can be introduced to the tool more broadly. This table can be searched for key terms.

Action Plan

The action plan section lists all users who have completed an action plan. This information includes how many actions they have, how many are completed, in progress, or not started, and when the user last logged onto the tool. Clicking on a company name will take you into a copy of their action plan.