

Dean Foods Procurement Process FAQs

1. What is Dean Foods looking for from suppliers?

- Our number one focus is to identify suppliers who will consistently deliver the highest levels of [Total Customer Satisfaction](#) (TCS) across the entire Dean Foods landscape. We expect extraordinary pricing, service, support, innovation and continuous improvement from our selected suppliers, and we work hard to instill these values throughout our Supply Chain. Our supply base is made up of suppliers that have national capabilities and/or are certified Diversity Suppliers that can be competitive at a national, regional or local level.

[TCS Key Result Areas](#) are as follows:

- Product & Technology Leadership
- Service & Support Leadership
- Quality
- Delivery & Lead-Time Performance
- Total Cost Performance

2. How do I become an Approved Dean Foods supplier?

- The first step in the process is to register as an interested supplier on our Supplier Registration Portal. If an opportunity is available, the appropriate Procurement personnel will contact you and you will then be invited to participate in an RFP or supplier selection process.

3. How do I register on the supplier list?

- You should go to <http://www.deanfoods.com/procurement.aspx>, click on Supplier Registration and follow the link and associated instructions. Registration does not mean the supplier is approved.

4. How do I know the status of my registration and what are the next steps?

- Once you provide all required information on the Supplier Registration Portal, Dean Foods will review your information and confirm your registration is complete. Once we have completed this step, you will receive a system generated email confirmation to the address you provided as part of your registration process.

5. Who can I contact?

- If an opportunity is available, the appropriate Procurement personnel will contact you and you will then be invited to participate in an RFP or other supplier selection process.

6. How is the Procurement process managed?

- We strive to incorporate a One-Company, collaborative approach to procurement by working seamlessly across divisions and functions, and involving our suppliers early and often in our processes and projects. "We pick our suppliers on purpose through a process," as we like to say. To select our suppliers, we use a 5-step Strategic Sourcing Process that involves Research, Strategy, Selection, Implementation, and Operational Excellence.

7. What is Dean Foods' standard supplier review process and how do I know what categories will be coming up for review?

- This depends on the category and the nature of any contractual obligations. Review the Supplier Registration Portal Bulletin Page upon logging in to the system. This Bulletin Page is updated monthly and contains information on upcoming Sourcing activities that are planned within the next six months.

8. How do I make Dean Foods aware of a new innovation or improvement without disclosure to my competition?

- Send an email to Procurement@deanfoods.com. Include the word "Innovation" in the Subject line and include enough information for us to understand the opportunity so we can determine its relevance to our organization. If it is something we are interested in or if we determine there is an opportunity, we will contact your organization. (Use of this email address is not intended for technical issues experienced on the Supplier Registration Portal.) Registration is required before we will review new innovation ideas.

We are aligned with the Institute for Supply Management's [Principles and Standards of Ethical Supply Management Conduct](#) and [Principles of Sustainability and Social Responsibility](#), and choose to work with suppliers that share these same values.

For more information, please visit our Procurement page on the Dean Foods website at <http://www.deanfoods.com/procurement.aspx>.