

Suppliers for Tool Purchases

Use of Suppliers for Past Tool Purchases

Respondents rated how frequently they used traditional suppliers for past tool purchases. The mean ratings were based on a 5-point scale, where 1 = infrequently and 5 = very frequently. The chart and tables below show the analysis by employment role.

Respondents purchased tools most frequently in the past from mobile vendors (3.79 mean), but infrequently from hardware retailers (2.16 mean), tool jobber/warehouse distributors (2.65 mean) and retail parts stores (2.65 mean). The full line parts jobber (3.57 mean) and the internet sellers (2.86 mean) were the next most frequently used tool suppliers. While mobile vendors have consistently remained the tool suppliers of choice, respondents are increasingly gravitating to full line parts jobbers as the second suppliers of choice. The survey also reveals that the respondents are increasingly purchasing their tools online. Last year, internet sellers were rated 2.47 mean, compared to this year's 2.86 mean. The proliferation of online shopping is happening at the expense of brick-and-mortar hardware shops. As a result, hardware retailers are consistently ranked at the bottom, while internet sellers are ranked much higher.

Traditional Suppliers for Past Tool Purchases, 2015, 2016 and 2017 (Average Ratings)

