APPENDIX
APPENDIX 1
QUESTIONNAIRE
WAREHOUSE DESIGNER

1. Name of Company:

2. At which location do you work?
   
   North India  ☐  East India  ☐  South India  ☐  
   West India  ☐

3. What is your first name:_______________

4. What is your designation / Position at work: ________________

5. How old is your Organization? (In Years)
   
   Less than 1 year  ☐  1 to 3 years  ☐  4 to 6 years  ☐
   7 to 10 years  ☐  Above 10 years  ☐

6. What department do you work in:_______________

7. Your experience in the department (Supply Chain, Logistics & Warehousing)? (In Years)
   
   Less than 1 year  ☐  1 to 3 years  ☐  4 to 6 years  ☐
   7 to 10 years  ☐  Above 10 years  ☐

8. What is your Education Qualification?
   
   Intermediate  ☐  Graduate  ☐  Post Graduate  ☐
   Ph.D.  ☐  Others (specify)  ☐

9. Which sector do you work for?
   
   Manufacturing  ☐  Trading  ☐  Distribution  ☐
   Logistics, Warehousing Supply Chain, 3PL, 4PL  ☐  Others  ☐
10. Which Industry do you work for?

- FMCG
- IT & Telecom Hardware
- 3PL / 4PL
- Consumer Durable
- Automobile
- Others (Specify)

11. Which of the following best describes your current occupation?

- Location of the warehouse
- Design on the Building
- Decide on the Storage solution (Racks, Shelves, etc.) design
- Decide on the MHE (Material Handling Equipment) to be used
- Decide on the IT Systems (WMS, ERP, etc.)

12. If you are involved in the location selection, then rate the following factor

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree Nor Dis Agree</th>
<th>Dis Agree</th>
<th>Strongly Dis Agree</th>
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<tbody>
<tr>
<td>1.</td>
<td>Proximity of the Market</td>
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<tr>
<td>2.</td>
<td>Price of the Land</td>
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<td>3.</td>
<td>Connectivity by Road, Rail &amp; Air</td>
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<td>4.</td>
<td>Approach</td>
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<td>5.</td>
<td>Facilities (Infra)</td>
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<tr>
<td>6.</td>
<td>Government &amp; Statutory Approval/Clearance</td>
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<tr>
<td>7.</td>
<td>Cost of Operation</td>
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</table>

13. If you are a decision maker in designing the building then rate following factors

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Required</th>
<th>Required</th>
<th>Neutral</th>
<th>Not Required</th>
<th>Strongly Not Required</th>
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<tbody>
<tr>
<td>1.</td>
<td>Design</td>
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<tr>
<td>2.</td>
<td>Time bound Execution</td>
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<td>3.</td>
<td>Technology</td>
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<td>4.</td>
<td>Green Building</td>
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<td>5.</td>
<td>Fire Fighting Systems</td>
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<tr>
<td>6.</td>
<td>Electrical Systems</td>
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<td>7.</td>
<td>Road &amp; Drains</td>
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<tr>
<td>8.</td>
<td>Security System</td>
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<tr>
<td>9.</td>
<td>Covered Docks</td>
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<tr>
<td>10.</td>
<td>Lighting System</td>
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<tr>
<td>11.</td>
<td>Cost</td>
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</table>
14. If you are a decision maker in designing the Layout, Process & Material Flow, then are following factors

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<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Required</th>
<th>Required</th>
<th>Neutral</th>
<th>Not Required</th>
<th>Strongly Not Required</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>No. of Docks</td>
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<tr>
<td>2.</td>
<td>Strategic Locations (ABC - Classification)</td>
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<td>3.</td>
<td>Nature of product Stored</td>
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<td>4.</td>
<td>Level of automation</td>
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<td>5.</td>
<td>Maximum Utilization of the space</td>
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<td>6.</td>
<td>No. of Transactions</td>
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<td>7.</td>
<td>Value Addition Area</td>
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<td>8.</td>
<td>No. of Years the facility is designed for</td>
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<tr>
<td>9.</td>
<td>Cost</td>
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</table>

15. If you are a decision maker in designing the Material Handling Equipment, then rate basic equipment’s that would be requiring

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<th>Sl. No</th>
<th>Factor</th>
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<th>Neutral</th>
<th>Not Required</th>
<th>Strongly Not Required</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Hydraulic Hand Pallet Truck</td>
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<td>2.</td>
<td>Battery Operated Pallet Truck</td>
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<td>3.</td>
<td>Fork Lift Truck</td>
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<td>4.</td>
<td>Reach Trucks</td>
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<td>5.</td>
<td>Turret Stock Picker / VNA Reach Truck</td>
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<td>6.</td>
<td>Automated Storage and Retrieval System</td>
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<td>7.</td>
<td>Cranes</td>
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<td>8.</td>
<td>Cost</td>
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</table>
16. If you are a decision maker in designing the IT Integration then rate the requirement

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<th>Sl. No</th>
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<th>Neutral</th>
<th>Not Required</th>
<th>Strongly Not Required</th>
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<tbody>
<tr>
<td>1.</td>
<td>ASN (Advance Shipping Notice)</td>
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<td>2.</td>
<td>WMS (Warehouse Management System)</td>
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<td>3.</td>
<td>HHT (Bar Code / RF ID)</td>
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<td>4.</td>
<td>Wi-Fi Zone</td>
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<td>5.</td>
<td>ERP Integration</td>
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<tr>
<td>6.</td>
<td>Reports / Dash Board</td>
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<td>7.</td>
<td>Cost</td>
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</tbody>
</table>

Thank You
APPENDIX 2
QUESTIONNAIRE
WAREHOUSE OPERATION TEAM

1. Name of Company: ____________________

2. At which location do you work?
   - North India [ ]
   - East India [ ]
   - South India [ ]
   - West India [ ]

3. What is your first name: ____________________

4. What is your designation / Position at work: ____________________

5. How old is your Organization? (In Years)
   - Less than 1 year [ ]
   - 1 to 3 years [ ]
   - 4 to 6 years [ ]
   - 7 to 10 years [ ]
   - Above 10 years [ ]

6. What department do you work in: ____________________

7. Your experience in the department (Supply Chain, Logistics & Warehousing)? (In Years)
   - Less than 1 year [ ]
   - 1 to 3 years [ ]
   - 4 to 6 years [ ]
   - 7 to 10 years [ ]
   - Above 10 years [ ]

8. What is your Education Qualification?
   - Intermediate [ ]
   - Under Graduate [ ]
   - Post Graduate [ ]
   - Ph.D. [ ]
   - Others (specify) [ ]

9. Which sector do you work for?
   - Manufacturing [ ]
   - Trading [ ]
   - Distribution [ ]
   - Logistics, Warehousing Supply Chain, 3PL, 4PL [ ]
   - Others [ ]

10. Which Industry do you work for?
    - FMCG [ ]
    - Consumer Durable [ ]
    - IT & Telecom Hardware [ ]
    - Automobile [ ]
    - 3PL / 4PL [ ]
    - Others (Specify) [ ]
11. Which are the areas of concern for you in a warehouse operation?

- Receipt
- Storage Management
- Retrieval / Despatches

12. In case if receipt is your concern area then Rate the facilities / factors that you feel are necessary?

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Required</th>
<th>Required</th>
<th>Neutral</th>
<th>Not Required</th>
<th>Strongly Not Required</th>
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<td>1.</td>
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<td>Availability of Space</td>
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<tr>
<td>3.</td>
<td>Identification of Space</td>
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<td>4.</td>
<td>Purchase Order Validation</td>
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<td>5.</td>
<td>Physical Verification</td>
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<td>6.</td>
<td>Handling of Materials</td>
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<td>7.</td>
<td>Availability of Resources (Labor / Material Handling Equipment)</td>
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<td>8.</td>
<td>Availability of Docks</td>
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<td>9.</td>
<td>Sorting</td>
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13. In case if Storage Management is your concern area then Rate the facilities / factors that you feel are necessary

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<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Required</th>
<th>Required</th>
<th>Neutral</th>
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<tbody>
<tr>
<td>1.</td>
<td>Cycle Count / Stock Count</td>
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<td>2.</td>
<td>Stacking Norms</td>
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<tr>
<td>3.</td>
<td>Location Identification / Mapping</td>
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<td>4.</td>
<td>Consolidation &amp; Space Creation</td>
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<td>5.</td>
<td>Quality Check</td>
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<td>6.</td>
<td>Multiple SKU’s in Single Location</td>
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</table>

14. In case if Retrieval / Despatches is your concern area then Rate the facilities / factors that you feel are necessary

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Required</th>
<th>Required</th>
<th>Neutral</th>
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<td>1.</td>
<td>Location Identification</td>
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<td>2.</td>
<td>Movement of Materials</td>
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<td>3.</td>
<td>Consolidation of Shipment</td>
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<td>4.</td>
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<td>5.</td>
<td>Information Flow</td>
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<td>6.</td>
<td>Packing &amp; Labeling</td>
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<td>7.</td>
<td>Availability of Docks</td>
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<td>8.</td>
<td>Invoice Generation</td>
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</table>

Thank You
APPENDIX 3
QUESTIONNAIRE
END USER

1. Name of Company:

2. At which location do you work?

   North India  ☐  East India  ☐  South India  ☐  West India  ☐

3. What is your first name:________________

4. What is your designation / Position at work:________________

5. How old is your Organization? (In Years)

   Less than 1 year  ☐  1 to 3 years  ☐  4 to 6 years  ☐  7 to 10 years  ☐  Above 10 years  ☐

6. What department do you work in:_______________

7. Your experience in the department (Supply Chain, Logistics & Warehousing)? (In Years)

   Less than 1 year  ☐  1 to 3 years  ☐  4 to 6 years  ☐  7 to 10 years  ☐  Above 10 years  ☐

8. What is your Education Qualification?

   Intermediate  ☐  Graduate  ☐  Post Graduate  ☐  Ph.D.  ☐  Others (specify)  ☐

9. Which sector do you work for?

   Manufacturing  ☐  Trading  ☐  Distribution  ☐  Logistics, Warehousing Supply Chain, 3PL, 4PL  ☐  Others  ☐
10. Which Industry do you work for?

- FMCG
- IT & Telecom Hardware
- 3PL / 4PL
- Consumer Durable
- Automobile
- Others (Specify)

11. According to you rate the deciding factors that are critical while selecting the warehouse for your organization?

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Factor</th>
<th>Strongly Agree</th>
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<th>Neutral</th>
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<th>Strongly Disagree</th>
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<td>1.</td>
<td>Price</td>
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<tr>
<td>2.</td>
<td>Proximity to the Market / Manufacturing facility</td>
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<td>3.</td>
<td>Infra</td>
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<td>4.</td>
<td>Connectivity (Road/Rail/Air)</td>
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<td>5.</td>
<td>Service</td>
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</tbody>
</table>

12. How did you come to know about the warehouse?

- Friends
- Referrals
- Trade Shows
- Trade Associations
- Advertisements
- Trade News Letters

13. No. of Years of association with the current warehouse?

- Less than 1 year
- 1 to 3 years
- 4 to 6 years
- 7 to 10 years
- Above 10 years

**Thank You**