Structured Interview Schedule
ISO:9000 Units’ Employees
PH.D. RESEARCH WORK (COMMERCE & MANAGEMENT)
to be submitted to
SHIVAJI UNIVERSITY, KOLHAPUR
A STUDY OF EMPLOYEE INVOLVEMENT SCHEMES AND ITS ROLE IN IMPLEMENTATION OF ISO:9000 QUALITY SYSTEM

INTERVIEW SCHEDULE FOR ISO:9000 UNITS’ EMPLOYEES

Notes:
(1) The contents of this form will be treated as strictly confidential.
(2) The information given will be used only for academic purposes and will be tabulated in such a manner that it would not be possible to identify therein the facts pertaining to any particular individual.
(3) Please tickmark (_) appropriate box. The numbers in the boxes are codified. Please do not alter or overwrite them.
(4) Please answer every Statement. Otherwise, the entire form will be unusable.

(1) Name of the Organization : _____________________________________
(2) Name of the Respondent : _____________________________________
(3) Staff Category : [1] Managerial/Supervisory
                  [2] Non-Managerial/Non-Supervisory

(A) Personal Information
1. Agegroup (in years) : (1) 18-25       (2) 26-35
   (3) 36-45       (4) Above 46
2. Gender : (1) Male    (2) Female
3. Educational Level : (1) SSC          (2) HSC
   (3) Technical/Commercial Diploma
   (4) Graduate      (5) Double Graduate
   (6) Postgraduate 
4. Mother tongue : (1) Marathi    (2) Kannada
   (3) Hindi       (4) Urdu
   (5) ______________
5. Total Work Experience (in years) : (1) 5-10       (2) 11-15
   (3) 16-20       (4) Above 20
6. Total Service with the Present Organization (in years) : (1) 5-10       (2) 11-15
                                                                  (3) 16-20       (4) Above 20
(B. Opinion Survey)

The following Statements relate to some aspects of your work. Please rate each Statement according to your opinion about it. ‘5’ means that you strongly agree with the Statement, while ‘1’ means you strongly disagree with it. You may choose any number between ‘1’ and ‘5’ as shown below. There are no right or wrong answers. All we are interested in is knowing your opinions about these Statements.

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Mildly Disagree</th>
<th>Neither Disagree nor Agree</th>
<th>Mildly Agree</th>
<th>Highly Agree</th>
</tr>
</thead>
</table>

4. Representative Participation schemes such a works committee/Joint management council/Shop council etc. help in preparing QMS documents. [1] [2] [3] [4] [5]
5. Verbal/Non verbal communications such as Notice boards, Displays, Video presentation, etc. create an adequate awareness about document control. [1] [2] [3] [4] [5]
8. Verbal/Non verbal communication motivates the employees to maintain necessary quality records. [1] [2] [3] [4] [5]
11. Clarity of Verbal/Non verbal communication create awareness about QMS. [1] [2] [3] [4] [5]
12. Verbal/Non verbal communication adequately demonstrate the organizations commitment towards fulfillment of customers requirements. [1] [2] [3] [4] [5]
15. Representative Participation helps in establishing Quality Policy and Objectives.

16. Departmental meetings help in planning of QMS.

17. Suggestion Box scheme provide valuable input while planning for QMS.

18. Quality Circle acts as forum for detailed discussions on all important matters related to QMS planning.

19. Quality Circle helps in coordinating and controlling the activities of the QMS.

20. Representative Participation scheme develop cooperation and trust among employees regarding QMS.

21. Representative Participation schemes help in having an open dialogue between management and the employees regarding responsibility and authority for QMS.

22. Verbal/Non verbal communication adequately define the responsibility, authority of Management Representative.

23. Verbal/Non verbal communication create awareness about management review procedure as well as the results of it.

24. Departmental meetings help in the review of QMS as well as informing results of it.

25. Suggestion Box scheme helps in the improvement after Management review, if needed.

26. Quality Circle helps in deciding follow-up actions after Management review.

27. Representative Participation scheme decide about actions to training facilities and procedures.

28. Verbal/Non verbal communication inform employees about training facilities and procedures.

29. Departmental meetings help in identifying training needs of employees.

30. Departmental meetings provide full opportunities to express constructive criticism and suggestions for the improvement in training facilities.
31. Departmental meetings discuss suggestions given by employees for maintaining records of training and education.

32. Departmental meetings help in implementing the suggestions by acknowledging the efforts taken by employees in resource management.

33. Departmental meetings help in improving the skill and enhancing the morale of the task performers through arrangement of training.

34. Suggestion box scheme help in designing and modifying training methods.

35. Financial Participation method such as Bonus/Incentives etc., motivates the employees for their active participation in QMS.

36. Representative Participation motivates the employees, creates enthusiasm and secure full cooperation for QMS.

37. Representative Participation improves employees sense of participation in QMS.

38. Verbal/Non verbal communication create awareness about product requirements while processing it.

39. Verbal/Non verbal communication inform about the records needed during production process.

40. Departmental meetings improves understanding about the product.

41. Representative Participation scheme create awareness about the process of product realization.

42. Departmental meetings help in modifying or preparing review process for determination of requirements related to products.

43. Suggestion Box schemes help in modifying or preparing review process for determination of product requirements.

44. Representative participation schemes help in understanding customer specific requirements and its amendments if any.

45. Departmental meetings ensure that the changes in product requirements are communicated to the concern person.

46. Suggestion Box scheme help in design and development planning and control.
<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Mildly Disagree</th>
<th>Neither Disagree nor Agree</th>
<th>Mildly Agree</th>
<th>Highly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>47. Representative Participation schemes enable mutual consultation among the concerned personnel/functional groups before the design changes are approved.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>48. Verbal/Non verbal communication create an adequate awareness about Purchasing procedures to be followed.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>49. Departmental meeting improves trust and cooperation regarding purchasing procedure.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>51. Verbal/Non verbal communication give a clear cut understanding regarding processes to be carried out during production/service.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>52. Departmental meetings help in planning a special process.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>53. Verbal/Non verbal communication motivates the production workers to check their own work immediately after completion, so as to instill a sense of responsibility for quality among them.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>54. Verbal/Non verbal communication informs the operators about identification and traceability of product throughout product realization.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>55. Suggestion Box scheme provide suggestion for establishing effective process monitoring and control system.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>56. Quality Circle helps in analyzing process defects and finding corrective actions for process control.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>59. Participative Management schemes help in motivating the workers to increase the effectiveness of Process control system.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>60. Verbal/Non verbal communication inform the employees about arrangements for communicating with customer.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
<tr>
<td>61. Departmental meetings help in transmitting customer complaints, so as to provide quality service to the customer.</td>
<td>[1]</td>
<td>[2]</td>
<td>[3]</td>
<td>[4]</td>
<td>[5]</td>
</tr>
</tbody>
</table>
62. Suggestion Box scheme help in the development of Special tools and test equipments and procedures for Control of production/servicing.

63. Quality Circles help in development of Special tools and test equipments and procedure for Control of Production/servicing.

64. Representative Participation helps in an efficient determination of customer feedback/complaints.

65. Verbal/Non verbal communication create an adequate awareness about the importance of proper identification, traceability of products through out production activities.

66. Suggestion Box scheme help in establishing proper product identification and traceability procedure.

67. Verbal/Non verbal communication create an awareness about the procedure to be followed for Identifying and Segregating products as per their inspection status.

68. Departmental meetings help in motivating the employees for Identifying and Segregating products as per their inspection status.

69. Representative Participation scheme help in creating awareness and increasing cooperation regarding Identification and Segregation of products.

70. Verbal/Non verbal communication create an adequate awareness about the Identification, storing and maintaining customer-supplied materials.

71. Suggestion Box scheme help in establishing the procedure for the Control of customer-supplied products.

72. Representative Participation scheme help in creating and developing understanding and trust among the peer group regarding the customer-supplied products.

73. Verbal/Non verbal communication create an awareness regarding proper Product handling, storage, preservation and delivery process.

74. Suggestion Box scheme helps in Designing effective procedure for Handling, storage, packing, preservation and delivery of product.
Representative Participation scheme help in creating an awareness about improving cooperation regarding Handling, storage, preservation & delivery.

Verbal/Non verbal communication creates an awareness about monitoring and measuring devices so as to provide evidence of product conformity.

Departmental meetings motivates the employees to follow process of calibration of measuring devices.

Suggestion Box scheme helps in designing effective procedure for inspection of measuring equipments.

Representative Participation scheme generates an awareness about the importance of accuracy of measuring equipments.

Verbal/Non verbal communication inform the employees about planning and implementing Internal Audits.

Verbal/Non verbal communication motivates the employees to act as per the planned Internal Audit requirements.

Departmental meetings help in monitoring the QMS activities to see that those are implemented effectively.

Quality Circle detects deviation in QMS operations.

Representative Participation scheme helps in having clear-cut understanding that, Quality Audits are fault finding exercises but a tool of improvement in QMS.

Periodic review of quality program is carried out in meeting of Representative Participation scheme.

Verbal/Non verbal communication create adequate awareness about the procedure of inspection and testing so as to ensure quality.

Verbal/Non verbal communication motivates the employees for in-process inspection so that the non-conformities are detected at every stage.

Representative Participation schemes creates an awareness about Inspection and testing procedure of QMS processes.

Verbal/Non verbal communication creates an awareness about the procedure of controlling non-conformities.
<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Mildly Disagree</th>
<th>Neither Disagree nor Agree</th>
<th>Mildly Agree</th>
<th>Highly Agree</th>
</tr>
</thead>
</table>

90. Suggestion Box schemes help in getting suggestions regarding control of non-conforming products.  

91. Verbal/Non verbal communication indicates responsibility authority for disposal of non-conformities.  

92. Quality Circles help in designing effective procedure for control of non-conforming products.  

93. Representative Participation scheme help in creating awareness and increasing the cooperation regarding the control of non-conforming products.  

94. Verbal/Non verbal communication creates awareness about system for investigation of non-conformities and action to be taken.  

95. Departmental meetings also act as a system for verifying that corrective actions have actually been implemented and are effective in reducing non-conformities.  

96. Verbal/Non verbal communication motivates the employees to maintain records of corrective and preventive action taken.  

97. Suggestion Box scheme suggests changes or improvements in existing production process, so as to improve effectiveness of QMS.  

98. Quality Circles helps in deciding corrective/Preventive actions.  

99. Representative Participation scheme help in creating an awareness and developing cooperation regarding corrective and preventive actions.