APPENDIX-III
Sample Questionnaire For Personnel Interview

P. T. Kale
Research Scholar
Mechanical Engineering Department
National Institute of Technical Teachers Training and Research
Chandigarh.
ptkale@rediffmail.com
Cell Phone: 09422071176
09876341773

This questionnaire has been exclusively designed as part of my doctoral research at NITTTR, Chandigarh to evaluate the performance of ERP that is currently being practiced in Small and medium scale Indian manufacturing industries.

Interviewees are requested to please provide the information relevant with their organization. Please note that there is no specific right or wrong answer to any question.

PART I
Information about the organization

1. Name of the company : ________________________________
2. Address : __________________________________________
   Website : ____________________________________________
3. Size of the company : Small scale/ Medium scale
4. Type of the company : Sole proprietary / Private Limited / Limited
5. Company starting Year: _______ 6. Number of Employees (approx.): _______
8. Turnover of last year (approx.)/ last years sale: ________________________________
9. No. of Sites/location of the same company : __________
   (If more than one, name of the other locations): a) ______________
   b) ______________
   c) ______________
10. Broad list of products: a) ______________________________
    b) ______________________________
    c) ______________________________
    d) ______________________________
11. Prospective customers with a) __________________________
    country they belong to: b) __________________________
    c) __________________________ d) __________________________
12. Organization structure:
13. Brief about company:
PART II
Information about ERP

a. Why ERP? (Need Analysis)

b. What was the Hardware available?

c. What was the selection criterion of ERP system?

d. Which ERP implemented?

e. How many modules? How many Licenses? Why? What is the cost of system?

f. How much customization?

g. What implementation Procedure, time taken to implement?

h. How team was formed? What roles?

i. How training is given?

j. How was top management involved?

k. What were the predetermined objectives of ERP implementation?

l. Are objectives fulfilled?

m. Is ROI computed?

n. What are the benefits of ERP? (Tangible/ Intangible)

o. What are the problems faced? (Which modules are not working well?)

p. What is the overall impact of ERP in your organization?

q. What you suggest for better performance of your ERP?

r. Do you suggest every SME should go for ERP?

s. Any other relevant information through discussion