APPENDIX 1

QUESTIONNAIRE USED DURING INTERVIEWS
ON SUPPLY CHAIN RISK MANAGEMENT
AND MAJOR TIME DELAYS

NOTES FOR ANSWERING THE QUESTIONS

1. Risk – Chance of loss producing events; Risk management – reducing loss producing events in an organisation
2. Supply chain risk management – reducing loss producing events in the supply chain of an organisation
3. Major time delays – observation of postponement of various supply chain activities due to various reasons of loss producing events and their root causes
4. Please provide the factual information; not a compulsion that the name of the individual and organisation is to be mentioned
5. Questionnaire will be made use of for understanding the need of supply chain risk management to reduce the major time delays in the organisation

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1. What is the name of the organisation?

2. Where is the address of the organisation?

3. How many years the organisation is running?
4. What is the product profile of the organisation?

5. What are the customers’ profiles?

6. What are the customers’ requirements?

7. Do you observed any major time delays related to customers?

8. Who are the raw material suppliers?

9. Do you have long term suppliers?

10. Do you observe any major time delay related to suppliers?

11. What are the main processes involved in manufacturing of the product in your organisation?

12. Do you find any difficulty or major time delays in manufacturing process?

13. If so, can you trace out the reason?

14. Who are your distributors?

15. Do you observe any major time delays related to distributors?

16. What about your retailers?
17. Do you observe any major time delays related to retailers?

18. Are you fulfilling customers’ requirements?

19. Are you fulfilling customers’ quality requirements?

20. What are the supply chain related activities initiated for enhancing after-sales-service?

21. How will you manage a specific major time delay in the manufacturing cycle?

22. What is the nature of employee co-operation observed in the new initiatives?

23. Do you have any awareness, education and training programme about the customer’s requirements and importance of due date?

24. Are the employees permanently employed?

25. Are you offering any incentives to employees?

26. What is the kind of employee involvement you observe?

27. How will you manage employee related major time delays?

28. How will you manage the manufacturing related major time delays?
29. How will you manage the material related major time delays?

30. How will you manage the delivery related major time delays?

31. How will you trace out the customer feedback or customer voice regarding your sales and service?

32. Are you prompt in your financial transactions?

33. Are the customers prompt in their financial transactions?

34. Is there difference between inventory planning initiatives and actual activities?

35. What is the volume of transportation logistics and their improvements?

36. Are you offering consultation of service camp and/or free service?

37. Are your customers consistently purchasing your products?

38. Are you taking care of the machine maintenance problems to reduce major time delays? Do you adopt any preventive maintenance programme?
39. Have you observed any other major time delay issues observed in your organisation?

40. What are the other major time delays observed in the supply chain of your organisation?

Name (Optional):

Organisation (Optional):

Signature(Optional)

Date: