**SURVEY QUESTIONS**

1. *Gender*

* *­Male*
* *Female*
* *Other*
* *Prefer not to say*

1. *Position in the Company*

* *Junior Analyst*
* *Senior Analyst*
* *Associate*
* *Manager*
* *Director*
* *Other*

1. *Department*

* *Sales*
* *Purchasing and Sourcing*
* *Logistics and Supply Chain*
* *Engineering*
* *Marketing*
* *Information Technology*
* *Quality*
* *Manufacturing and Production*
* *Other*

1. *Your company belongs to \_\_\_\_\_\_\_\_\_\_\_\_ industry*

* *Electronics*
* *Logistics*
* *Retail*
* *Distribution*
* *Manufacturing*
* *Information Technology*
* *Other*

1. *Your experience*

* *Less than a year*
* *1-4 years*
* *4-8 years*
* *More than 8 years*

1. *Is the supply chain involved in your company?*

* *Yes*
* *No*

1. *Are you connected to the company database?*
   * *Yes*
   * *No*
2. *Have you ever worked with BI tools?*

* *Yes*
* *No*

1. *BI includes data mining, data visualization, dashboard, statistical analysis, data loading, transforming, exacting, warehouse, etc.*

* *Yes*
* *No*
* *No idea*

1. *How familiar are you with any or all these techniques?*

* *Nothing*
* *A bit*
* *Intermediate*
* *Advanced*
* *Pro/Expert*

1. *How can you categorize the use of BI tools in the company?*

* *It is a critical success factor*
* *It supports our strategies*
* *It culminates in minor improvements*
* *It stabilizes our platforms*
* *It has no role*
* *It decreases productivity*

1. *What information system does your company use?*

* *SAP*
* *Oracle*
* *Microsoft*
* *IBM*
* *Other (Specify)*

1. *Which of the following business intelligence tools does your company use?*

* *Dashboard analytics*
* *Microsoft Excel/Access*
* *SAP business objects*
* *Predictive Analysis?*
* *Other*

***Likert Scale Questions (1 = Strongly Disagree; 7 = Strongly Agree)***

1. *Please answer the following* ***source-related*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *Are the supplier inter-relationships documented?* |  |  |  |  |  |  |  |
| *Do you share planning and scheduling information with suppliers?* |  |  |  |  |  |  |  |
| *Do you collaborate with your suppliers to develop a plan?* |  |  |  |  |  |  |  |
| *Do you use BI tools for this purpose?* |  |  |  |  |  |  |  |
| *Do you measure supplier performance?* |  |  |  |  |  |  |  |
| *Do you give feedback based on supplier performance?* |  |  |  |  |  |  |  |

1. *Please answer the following* ***plan-related*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *Have you established supply chain performance measures?* |  |  |  |  |  |  |  |
| *Do you review the impact of your plan’s strategies on supply chain performance measures?* |  |  |  |  |  |  |  |
| *Do you use adequate analysis tools to examine the plan’s impact before a decision is made?* |  |  |  |  |  |  |  |
| *Do you monitor customer profitability?* |  |  |  |  |  |  |  |
| *Do you monitor product profitability?* |  |  |  |  |  |  |  |
| *Do you analyze the variability of demand for your products?* |  |  |  |  |  |  |  |
| *Do you use mathematical methods for forecasting demand?* |  |  |  |  |  |  |  |
| *Is a forecast developed for every product?* |  |  |  |  |  |  |  |
| *Is a forecast developed for every loyal customer?* |  |  |  |  |  |  |  |
| *Is customer information used in demand management?* |  |  |  |  |  |  |  |
| *Is forecast accuracy measured?* |  |  |  |  |  |  |  |

1. *Please answer the following* ***make-related*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *Are your planning processes integrated and coordinated across divisions?* |  |  |  |  |  |  |  |
| *Are supplier lead times updated weekly?* |  |  |  |  |  |  |  |
| *Do you use constraint-based planning methodologies?* |  |  |  |  |  |  |  |
| *Do you measure adherence to plan?* |  |  |  |  |  |  |  |
| *Is your customer planning and scheduling information included in the process?* |  |  |  |  |  |  |  |
| *Are plans developed at the item level of detail?* |  |  |  |  |  |  |  |

1. *Please answer the following* ***delivery-related*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *Do you track the percentage of completed customer orders delivered on time?* |  |  |  |  |  |  |  |
| *Do you measure out-of-stock situations?* |  |  |  |  |  |  |  |
| *Are the network inter-relationships documented?* |  |  |  |  |  |  |  |
| *Do you use a mathematical tool to assist in distribution planning?* |  |  |  |  |  |  |  |
| *Are distribution management processes measured in place?* |  |  |  |  |  |  |  |
| *Are process measures used to recognize the process participants?* |  |  |  |  |  |  |  |

1. *Please answer the following* ***information system support*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *Does your information system support the supply chain?* |  |  |  |  |  |  |  |
| *Does it support the order commitment process?* |  |  |  |  |  |  |  |
| *Does it support distribution management?* |  |  |  |  |  |  |  |
| *Does it support the making (manufacturing) processes?* |  |  |  |  |  |  |  |
| *Does it support the support process?* |  |  |  |  |  |  |  |
| *Does it support the demand management process?* |  |  |  |  |  |  |  |
| *Do you make supply chain decisions with the help of BI tools?* |  |  |  |  |  |  |  |
| *Do you speed up your decisions with the BI tools?* |  |  |  |  |  |  |  |
| *Do you share information with other departments using BI tools?* |  |  |  |  |  |  |  |

1. *Please answer the following* ***overall performance-related*** *questions based on a Likert scale*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | *1* | *2* | *3* | *4* | *5* | *6* | *7* |
| *The planning process performs well* |  |  |  |  |  |  |  |
| *The source process area performs well* |  |  |  |  |  |  |  |
| *The delivery is doing well* |  |  |  |  |  |  |  |
| *Information systems support the supply chain* |  |  |  |  |  |  |  |

1. *Do you think the overall performance can be improved using BI techniques and tools?*

* *Yes*
* *No*
* *I don’t know*