

SURVEY QUESTIONS

1. Gender

- Male
- Female
- Other
- Prefer not to say

2. Position in the Company

- Junior Analyst
- Senior Analyst
- Associate
- Manager
- Director
- Other

3. Department

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

4. *Your company belongs to _____ industry*

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

5. *Your experience*

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

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

- Yes*
- No*

7. *Are you connected to the company database?*

- Yes*
- No*

8. *Have you ever worked with BI tools?*

- Yes*
- No*

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

- Yes*
- No*
- No idea*

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

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

11. *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*

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

- SAP*
- Oracle*
- Microsoft*
- IBM*

△ *Other (Specify)*

13. 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)

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

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

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

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--|---|---|---|---|---|---|---|
| <i>Have you established supply chain performance measures?</i> | | | | | | | |
| <i>Do you review the impact of your plan's strategies on</i> | | | | | | | |

| | | | | | | | |
|---|--|--|--|--|--|--|--|
| <i>supply chain performance measures?</i> | | | | | | | |
| <i>Do you use adequate analysis tools to examine the plan's impact before a decision is made?</i> | | | | | | | |
| <i>Do you monitor customer profitability?</i> | | | | | | | |
| <i>Do you monitor product profitability?</i> | | | | | | | |
| <i>Do you analyze the variability of demand for your products?</i> | | | | | | | |
| <i>Do you use mathematical methods for forecasting demand?</i> | | | | | | | |
| <i>Is a forecast developed for every product?</i> | | | | | | | |
| <i>Is a forecast developed for every loyal customer?</i> | | | | | | | |
| <i>Is customer information used in demand management?</i> | | | | | | | |
| <i>Is forecast accuracy measured?</i> | | | | | | | |

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

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|--|---|---|---|---|---|---|---|
| <i>Are your planning processes integrated and coordinated across divisions?</i> | | | | | | | |
| <i>Are supplier lead times updated weekly?</i> | | | | | | | |
| <i>Do you use constraint-based planning methodologies?</i> | | | | | | | |
| <i>Do you measure adherence to plan?</i> | | | | | | | |
| <i>Is your customer planning and scheduling information included in the process?</i> | | | | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| Are plans developed at the item level of detail? | | | | | | | |
|--|--|--|--|--|--|--|--|

17. 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? | | | | | | | |

18. 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? | | | | | | | |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| <i>Do you make supply chain decisions with the help of BI tools?</i> | | | | | | | |
| <i>Do you speed up your decisions with the BI tools?</i> | | | | | | | |
| <i>Do you share information with other departments using BI tools?</i> | | | | | | | |

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

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

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

- Yes*
- No*
- I don't know*