

## 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

	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>
<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>							

<i>Are plans developed at the item level of detail?</i>							
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17. Please answer the following **delivery-related** questions based on a Likert scale

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

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

	1	2	3	4	5	6	7
<i>Does your information system support the supply chain?</i>							
<i>Does it support the order commitment process?</i>							
<i>Does it support distribution management?</i>							
<i>Does it support the making (manufacturing) processes?</i>							
<i>Does it support the support process?</i>							
<i>Does it support the demand management process?</i>							

<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

	1	2	3	4	5	6	7
<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