

**Mark your answers by ticking the responses as shown:**

Use black/blue pen or pencil.  
Place a tick in the response box.  
Erase or white-out errors completely.

**Example**

 1

 2

 3

 5

**Please answer every question.**

**Part 1: Organization Profile**

1. From the groups below please indicate the primary activity in which your organization is involved:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Agriculture                         | <input type="checkbox"/> Electricity, Gas and Water Supply | <input type="checkbox"/> Accommodation, Cafes and Restaurants |
| <input type="checkbox"/> Mining                              | <input type="checkbox"/> Transport and Storage             | <input type="checkbox"/> Education                            |
| <input type="checkbox"/> Construction                        | <input type="checkbox"/> Communication Services            | <input type="checkbox"/> Health and Community Services        |
| <input type="checkbox"/> Wholesale Trade                     | <input type="checkbox"/> Finance and Insurance             | <input type="checkbox"/> Cultural and Recreational Services   |
| <input type="checkbox"/> Retail Trade                        | <input type="checkbox"/> Property and Business Services    | <input type="checkbox"/> Personal Services                    |
| <input type="checkbox"/> Manufacturing (Please specify type) | <input type="checkbox"/> Other (Please specify)            |   |

2. How many people does your organization employ?  
Australia: \_\_\_\_\_  
Worldwide: \_\_\_\_\_

3. In which country is the principal ownership of your business (eg Australian, USA etc.)?  
\_\_\_\_\_

4. What was the approximate annual turnover of your business in 2004-2005 (\$'000)?  
 \$0 - <\$50     \$50 - <\$100     \$100 - \$1 000     >\$1 000 -< \$20 000     \$20 000 and over

5. Please indicate your primary position of responsibility in your organization:

<input type="checkbox"/> CEO	<input type="checkbox"/> Manufacturing Manager	<input type="checkbox"/> Purchasing/Procurement Manager
<input type="checkbox"/> Managing Director	<input type="checkbox"/> Supply Chain Manager	<input type="checkbox"/> Production Manager
<input type="checkbox"/> General Manager	<input type="checkbox"/> Operations Manager	<input type="checkbox"/> Quality Assurance Manager
<input type="checkbox"/> Logistics Manager	<input type="checkbox"/> Other (Please specify)	

**Part 2: Assessment of Demand and Supply Uncertainty**

Please indicate the extent to which the following statements represent the characteristics of demand and supply for the products/services in your major product/service line(s) (i.e. those products/services that comprise a major portion of total sales).

Characteristics of Demand	Not at All	To Some Extent	To a Very Large Extent		
Demand for these products/services is unpredictable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Demand for these products/services is unstable	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Average stockout rate for these products/services is usually high	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Changes in market demand for these products/services are rapid	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Introduction of new product/service options is rapid	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Characteristics of Products/Services in Primary Product Line					
These products/services have a wide variety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The life cycle of these products/services is very short	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
These products/services tend to have a short selling season	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The nature of these products/services is highly innovative and fashion oriented	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
A high proportion of these products/services are often marked down at end-of-season	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Characteristics of Supply Processes					
The underlying technology for these products/services is rapidly changing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Production processes for these products/services tend to be complex	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Our production process is very vulnerable to breakdowns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Our product/service is comprised of a high variety of components	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Our production process uses a high level of advanced technology	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## Part 2: Assessment of Demand and Supply Uncertainty (continued)

2

Characteristics of Primary Supply Sources	Not at All	To Some Extent	To a Very Large Extent		
Our suppliers always provide us a correct lead time estimation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our suppliers consistently meet our delivery requirements	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our suppliers provide us the input with consistent quality	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our suppliers consistently meet specified volume requirements	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The quality of our input varies according to the season	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

## Part 3: Competitive Priorities

Listed below are alternative strategies for competing in an industry. Please indicate the importance that you attach to each alternative in selling the products/services in your primary product/service line

Business Strategies	Not Important	Quite Important	Extremely Important			
Reduce inventory	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Increase capacity utilization	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Reduce production costs	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Increase labour productivity	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Provide high performance products/services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Offer consistent, reliable quality	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Improve conformance to design specifications	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Provide fast deliveries	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Meet delivery promises	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Reduce production lead time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Make rapid design changes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Adjust capacity quickly	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Make rapid volume changes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Offer a large number of product/service features	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Offer a large degree of product/service variety	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Adjust product/service mix	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	
Please indicate percentage of customer output made to customer order (as opposed to stock)	0%	< 25%	25%-50%	50%-75%	>75%	100%
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

## Part 4: Information Technology Characteristics

Please indicate the degree of emphasis which your business unit places on the following IT characteristics

Information Technology Characteristics	Not Important	Quite Important	Extremely Important		
Ensure most accurate transmission of information across supply chain	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Ensure most cost-effective transmission of information across supply chain	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Provide information transparency among the members of the supply chain	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Support the sharing of product/service rollover plans with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Support early design collaboration with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Support involvement of suppliers in R&D	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Support the sharing of product/service content information with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Capture highly personalized requirements of customers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Enable fast transfer of order information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Enable shipment tracking and/or expediting	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

## Part 5: Information Sharing

3

Please indicate to what extent the following statements reflect the information sharing practices with your major suppliers

Information Sharing	Not at All	To Some Extent	To a Very Large Extent		
We rarely make a change to our operations without consulting our suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We constantly keep suppliers informed about changes that might affect them	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Suppliers keep us fully informed about issues that affect our business	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We exchange information with suppliers for joint development of business plans	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We provide our suppliers with constant feedback about how they are doing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We share valuable information with our suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
If our competitors saw some of the information we share with our suppliers, our position in the marketplace would suffer	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Suppliers share knowledge of core business processes with us	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

## Part 6: Supplier and Customer Relationship

To what degree do the following statements reflect the nature of your supplier and customer relationships

Managing Demand Base	Not at All	To Some Extent	To a Very Large Extent		
Our products/services are designed in modular format	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our production process modules can be re-arranged so that customization can be carried out later at distribution centers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We delay final product/service assembly activities until the last possible position (or nearest to customers) in the supply chain	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our products/services are stored at appropriate distribution points close to the customers in the supply chain	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We delay final product/service assembly activities until customer orders have actually been received	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<b>Customer Relationship</b>					
We maintain close contacts with our customers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We frequently interact with customers to set standards for us	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We frequently measure and evaluate customer satisfaction	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We frequently determine future customer expectations	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We facilitate customers' ability to seek assistance from us	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We periodically evaluate the importance of our relationship with customers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We design and produce according to customer needs	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Our performance measures are directly related to customer requirements	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
<b>Managing Supply Base</b>					
We pool and share resources with other companies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We share risks in supply disruption with our suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We use more than one supply source for the same components	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have alternative supply sources to protect supply disruption	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have high safety stock for key components	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We share safety stock with other companies for key common components	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We use hedging contracts in selecting suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

## Part 6: Suppliers and Customer Relationship (continued)

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Supply Relationship	Not at All	To Some Extent	To a Very Large Extent		
We have the technical capability to help our suppliers improve processes and products	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have dedicated resources to help suppliers improve	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have what it takes to improve supplier's processes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Even if we wanted to, it is doubtful that purchasing could help our major suppliers in any significant manner	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We share sensitive information (financial, production, design, research, and/or competition) with our suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Suppliers are provided with any information that might help them	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Exchange of information takes place in a timely manner	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We and our suppliers keep each other informed about events or changes that may affect the other party	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have frequent face-to-face planning/communication with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We exchange performance feedback with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We regularly solve problems jointly with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We have helped suppliers improve their product quality	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We share profits with suppliers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The benefits from problem solving with suppliers are always shared jointly	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
If suppliers helps us reduce our costs, the suppliers also directly benefit	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We expect our relationship with suppliers to last a long time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We work with suppliers to improve their quality in the long run	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Suppliers see our relationship as a long-term alliance	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
We view our suppliers as an extension of our company	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
The relationship we have with suppliers is essentially evergreen	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

## Part 7: Business Performance

Please rate your business performance (in the context of your primary product line) relative to major competitors

Business Performance	Poor	Average	Excellent		
On time delivery	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Delivery dependability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Delivery speed	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Time to market	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Product development time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Product introduction time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Rapid confirmation of customer orders	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Rapid handling of customer complaints	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Ability to produce a range of products/services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Ability to customize products/services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Ability to respond to changes in delivery requirement	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Ability to adjust production volumes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Pre-tax return on assets	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Return on investment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

# ***THANK YOU VERY MUCH FOR YOUR TIME AND ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE***

*The name and address which you optionally provided here will be immediately separated from the questionnaire to ensure your anonymity*

**If you wish to have access to a free copy of the report detailing the survey results please write your name and address in the space provided below (or attach a business card).**

**If you are prepared to participate in a short personal interview as a follow up to this survey please tick this box:**

**If you are interested in having similar research conducted in your supply chain please tick this box:**

**If your organisation is interested in having a case study conducted profiling your implementation please tick this box:**

**Name** \_\_\_\_\_

**Position** \_\_\_\_\_

**Company** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

**State** \_\_\_\_\_ **Postcode** \_\_\_\_\_

**Phone** \_\_\_\_\_ **Fax** \_\_\_\_\_

**E-mail** \_\_\_\_\_

Should you have any complaint concerning the manner in which this research is conducted, please do not hesitate to contact the Melbourne University Standing Committee on Ethics in Research on Humans at the following address:

The Executive Officer,  
Human Research Ethics,  
The University of Melbourne,  
Parkville, VIC 3010 on ph., or fax:

Telephone: (03) 8344 2073

Fax: (03) 9347 6739

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