

Survey questionnaire for Better Work Jordan – Mechanical or Industrial Engineer survey Better Work Impact Assessment	
Question Number/Label	Question/Instruction
Intro	Beginning in 2008, the Better Work Program was introduced in apparel factories like yours. Tufts University in Medford Massachusetts (USA) has been selected by the International Labour Organization and the International Finance Corporation to conduct an impact evaluation of Better Work.
Purpose	The evaluation is designed to identify program impact on factory organization, productivity, profitability and business opportunities.
Benefit	Your participation in our evaluation will help us identify aspects of the Better Work Program that are effective and those that need to be revised.
Confide	All of your answers will remain confidential. Your answers will only be used to assess the effectiveness of the Better Work Program. No individual factory responses will be released. Reports based on the analysis of the data provided by factories will only summarize the responses of all participating factories.
Voluntary	Please understand that participation in this survey is voluntary. You may refuse to participate.
Risk	<p>You may not know the answers to some of our questions. If that is the case, you can click on the red square that says “I do not know,” then click on the green forward arrow to go to the next question.</p> <p>Some of our questions may make you feel uncomfortable. You can skip uncomfortable questions by clicking on the red button that says “I do not want to answer,” then clicking on the green forward arrow to go to the next question.</p> <p>Some of our questions may have more than one right answer. In these cases, we will ask you to check all of the choices that apply to your factory.</p> <p>To return to a previous question, click on the green back arrow.</p>
Follow	After you have completed the survey you may have some questions or concerns. We will provide you with contact information for Better Work Jordan and the name of a person who can help you.
Consent	Do you consent to participate in our evaluation of the Better Work Program?
	Yes No
Arrow	After you have made your selection, click on the green forward arrow.
Decline	<i>If “yes” on Consent go to A01. If “no” on Consent:</i> You selected that you do not want to participate. Remember, all your answers are kept confidential and are very important to

	us.																				
	Do you consent to participate in our evaluation of the <u>Better Work Program</u> ?																				
	Yes No																				
	<i>If "yes" on Decline go to A01. If "no" on Decline: Thank you for your time.</i>																				
A01	Thank you for agreeing to participate.																				
FactoryID	In the e-mail that asked you to participate in this survey, you were given a confidential factory identification number. Please enter that number below.  After entering the number, click on the green forward arrow.																				
A2	What is your job title? Please note that if you have more than one job title we are interested in the title or responsibilities that you regard as the most important.																				
	<ol style="list-style-type: none"> <li>1. Chief Executive/President/Vice President</li> <li>2. Owner or Proprietor</li> <li>3. Partner</li> <li>4. Chairman of the Board of Management</li> <li>5. General Director or Manager</li> <li>6. Vice or Deputy General Director or Manager</li> <li>7. Manager or Director</li> <li>8. Deputy or Vice Manager</li> <li>9. Production Manager</li> <li>10. Sales Manager</li> <li>11. Purchasing Manager</li> <li>12. Technical Manager/Mechanical Engineer or Industrial Engineer</li> <li>13. Finance Officer</li> <li>14. Human Resource Manager or Director</li> <li>15. Human Resource Assistant Manager</li> <li>16. Chairman of Trade Union</li> <li>17. Compliance Manager</li> </ol>																				
C1A	Please indicate the number of machines of each type used in this factory.																				
	<table border="0"> <tr> <td>Sewing Machines</td><td>machines</td></tr> <tr> <td>Computers</td><td>machines</td></tr> <tr> <td>Computer Aided Design (CAD)</td><td>machines</td></tr> <tr> <td>Automatic Spreader</td><td>machines</td></tr> <tr> <td>Automatic Cutter</td><td>machines</td></tr> <tr> <td>Automatic Pocket Opener</td><td>machines</td></tr> <tr> <td>Welt Pocket Opener</td><td>machines</td></tr> <tr> <td>Automatic Pocket Setter</td><td>machines</td></tr> <tr> <td>Automatic Hemmer</td><td>machines</td></tr> <tr> <td>Automatic Label Attachment</td><td>machines</td></tr> </table>	Sewing Machines	machines	Computers	machines	Computer Aided Design (CAD)	machines	Automatic Spreader	machines	Automatic Cutter	machines	Automatic Pocket Opener	machines	Welt Pocket Opener	machines	Automatic Pocket Setter	machines	Automatic Hemmer	machines	Automatic Label Attachment	machines
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C2	Which of the following sewing floor production systems do you employ in this factory?  Check all that apply.																				
	<p>Straight-line</p> <p>Chain</p> <p>Progressive Bundling</p>																				

	U-line Modular Single-piece flow Other
C4	When determining daily production targets, which SAM (Standard Allowable Minutes) or SMV (Standard Minute Value) standard does your factory use?  International General Sewing Data (GSD) Actual
C5	How many work shifts do you operate at this factory?  One daily shift One daily shift + one overtime shift Two daily shifts Two daily shifts + one overtime shift
C6	Do operators rework their own defects?  Please check all that apply. Yes, during lunch Yes, at the end of the work day Yes, during the regular work day Yes, immediately after the work error is detected No, repairs are shared by the line/batch No, defects are repaired in a separate factory section No, defects are repaired by the worker who failed to detect the mistake
C7	On average, how many workers report to a single supervisor in each department?  Laying/Cutting                      workers Sewing                                   workers Finishing/Packaging                workers
C8	Are line workers required to monitor work quality?  Please check all that apply. No, work quality is monitored by checkers and supervisors. Yes, each worker checks her/his own work. Yes, each worker checks the work from the preceding operator in the line.
C9	When do you have production meetings that include all/most workers on a production line?  Check all that apply. Rarely or never At the beginning of a new style Regularly during production runs During production runs to discuss technical production issues During production runs to discuss worker's suggestions for improved production Once per week Once per month Once per quarter
C10	Which employees can easily see data displays showing target to actual production?  Check all that apply.

	Managers Line/batch supervisor Production workers
C11	Does this factory post flags or markers over work stations?  Check all that apply.
	No Yes, to indicate individual productivity Yes, to indicate product quality problems Yes, to indicate machine malfunction
C12	Consider the following list of garments and seams. For each garment and seam made in your factory during the past year, what is the hourly production target for the most productive sewing line in this factory?  Enter zero for any garment not produced in this factory.
	Jean - Waistband attachment pieces Dress pant - Waistband attachment pieces Sports pant - Waistband attachment pieces  Formal shirt - Collar attachment pieces T-shirt - Collar attachment or neck open round pieces Sport shirt - Collar attachment pieces Underpants - Waistband attachment pieces Women's skirt - Waistband attachment pieces Women's dress - Collar attachment pieces
C13	Consider the following list of garments and seams. During production planning, how many minutes are allocated to complete the sewing task?  Enter zero for any garment not produced in this factory.
	Jean - Waistband attachment minutes Dress pant - Waistband attachment minutes Sports pant - Waistband attachment minutes  Formal shirt - Collar attachment minutes T-shirt - Collar attachment or neck open round minutes Sport shirt - Collar attachment minutes Underpants - Waistband attachment minutes Women's skirt - Waistband attachment minutes Women's dress - Collar attachment minutes
C14	Consider the following list of garments and seams. For each garment and seam made in your factory during the past year, what is the actual hourly output for the most productive sewing line in this factory?  Enter zero for any garment not produced in this factory.
	Jean - Waistband attachment pieces Dress pant - Waistband attachment pieces Sports pant - Waistband attachment pieces

	<p>Formal shirt – Collar attachment pieces</p> <p>T-shirt – Collar attachment or neck open round pieces</p> <p>Sport shirt – Collar attachment pieces</p> <p>Underpants – Waistband attachment pieces</p> <p>Women's skirt – Waistband attachment pieces</p> <p>Women's dress – Collar attachment pieces</p>
Debrief	<p>You have now completed the survey! We want to thank you very much for taking the time to answer our questions. We will keep your answers private. Your answers will only be used to assess how the Better Work Program affects factory organization and performance.</p> <p>After today, you may have some questions or concerns about this survey. You can contact [contact info] to talk about your concerns.</p>