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| **Survey questionnaire for Better Work Vietnam – Mechanical or Industrial Engineer survey**  Better Work Impact Assessment | |
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| **Question Number/Label** | **Question/Instruction** |
| Intro | Beginning in 2008, the Better WorkProgram 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 | You may not know the answers to some of our questions. If that is the case, you can click on the red button that says “I do not know,” then click on the green forward arrow to go to the next question.    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 click on the green forward arrow to go to the next question.  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.  To return to a previous question, click on the green back arrow. |
| Follow | After you have completed the survey you may have some questions or concerns. We will provide you with contact information for Better Work Vietnam 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 | *If “yes” on Consent go to A01. If “no” on Consent”:* 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 Better Work Program? |
|  | Yes  No |
|  | *If “yes” on Decline go to A01. If “no” on Decline*: Thank you for your time. |
| A1 | Thank you for agreeing to participate. |
| FID1 | 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. |
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| 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. |
|  | 1. Chief Executive/President/Vice President 2. Owner or Proprietor 3. Partner 4. Chairman of the Board of Management 5. General Director or Manager 6. Vice or Deputy General Director or Manager 7. Manager or Director 8. Deputy or Vice Manager 9. Production Manager 10. Sales Manager 11. Purchasing Manager 12. Technical Manager/Mechanical Engineer or Industrial Engineer 13. Finance Officer 14. Human Resource Manager or Director 15. Human Resource Assistant Manager 16. Chairman of Trade Union 17. Compliance Manager |
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| C1A | Please indicate the number of machines of each type used in this factory. |
|  | 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. |
|  | Straight-line  Chain  Progressive Bundling  U-line  Modular  Single-piece flow  Other |
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| 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 |
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| 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 |
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| 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 |
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| C7 | On average, how many workers report to a single supervisor in each department? |
|  | Laying/Cutting       workers  Sewing       workers  Finishing/Packaging       workers |
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| 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. |
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| 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 |
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| C10 | Which employees can easily see data displays showing target to actual production?  Check all that apply. |
|  | Managers  Line/batch supervisor  Production workers |
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| 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 |
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| 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 |
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| 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 |
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| 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  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 |
| Debrief | 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.  After today, you may have some questions or concerns about this survey. You can contact [contact info] to talk to about your concerns. |