

5. Estimate how INTENSIVELY you have worked with the following methods in the last 4 (four) years *

[illegible]

6. Estimate the level of COMPETENCE that you have attained in using the following methods for process documentation. *

[illegible]

7. Estimate the level of CONFIDENCE that you have attained in understanding process documentation with the following methods. *

[illegible]

8. Indicate your level of knowledge of the following business processes *

[illegible]

Tasks on Goods Handling Process Case

9. How many tasks does the Goods Handling Process have? *

- ☐ 9
- ☐ 11
- ☐ 14

10. Does the documentation depict a manufacturing process? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

11. Does this process start with rejection of goods? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

12. Does this process only allow for delivery with purchase order? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

13. What is the subsequent task after looking up procurement rules? *

- ☐ Authorize acceptance/rejection
- ☐ Execute notification
- ☐ Contact booking Clerk
- ☐ Reject goods

14. Which task handles the notification of acceptance/rejection authorization from the booking clerk? *

- ☐ Record receiving log
- ☐ Execute notification
- ☐ Reject goods
- ☐ Offload goods

15. Which party handles the approval for a delivery without purchase order? *

- ☐ Goods Receipt Officer
- ☐ Booking Clerk
- ☐ Truck driver

16. Which task is performed right before inspecting goods quality? *

- ☐ Offload goods
- ☐ Place goods in stock
- ☐ Execute notification

17. Which party initiates the goods handling process? *

- ☐ Goods Receipt Officer
- ☐ Booking Clerk
- ☐ Truck driver

18. How many decisions have to be taken by a delivery note without purchase order to be placed in the stock? *

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3

19. What type of delivery does the goods receipt officer require in order to contact the booking clerk? *

- ☐ Delivery without purchase order
- ☐ Promotional delivery
- ☐ Delivery with purchase order

20. Which task should the booking clerk perform after reviewing the procurement rules? *

- ☐ Record receiving log
- ☐ Identify delivery
- ☐ Execute notification

21. The following six tasks are observable from the process documentation in a case when a delivery note without purchase order (PO) is approved from the point when the delivery is identified as 'without PO' until the goods are placed in stock. List the tasks in the right order *

Inspect goods quality
Place goods in stock
Offload goods
Execute notification
Authorize acceptance
Determine delivery ramp

22. Are deliveries without purchase order automatically rejected? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

23. Can the quality of the goods be inspected before a delivery ramp is determined? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

24. Is the booking clerk responsible for acceptance decisions of goods without purchase orders? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

25. Can goods be rejected for multiple reasons? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

26. Does the booking clerk notify the goods receipt officer via a text message? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

Task on goods handling - process

[illegible]

How successful were you in accomplishing what you were asked to do?

1 Perfect 2 3 4 5 6 7 Failure

[illegible]

Tasks on Procure-to-Pay process Case

30. How many activities does the process have? *

- ☐ 8
- ☐ 12
- ☐ 16
- ☐ 20

31. Does the documentation represent a purchasing process? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

32. Does this process start with updating inventory? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

33. Does this process deliver purchase orders to a distribution center? *

- ☐ Yes
- ☐ No
- ☐ Unknowable

34. What is the next task after setting invoice as payable? *

- ☐ Consult to vendor
- ☐ Make EFT payment
- ☐ Close account payable

35. What activity follows the EFT payment? *

- ☐ Distribute goods to store
- ☐ Set invoice as payable
- ☐ Close account payable

36. Which division handles the approval for a matched invoice number? *

- ☐ Corporate
- ☐ Distribution Center
- ☐ Vendor

37. Which task is performed before recording the delivery? *

- ☐ Send order
- ☐ Assemble shipment
- ☐ Set invoice as received

38. Which party firstly initiates the procure-to-pay process? *

- ☐ Corporate
- ☐ Vendor
- ☐ Store manager

39. How many decisions have to be taken for a suspended invoice to be set as Payable from the point when it is received from vendors? *

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4

40. Which type of condition requires an invoice to be suspended (S)? *

- ☐ Invoice received
- ☐ PO number on invoice do not match PO on order
- ☐ Mismatch resolved

41. Which activity follows when the mismatch goes unresolved on suspended invoices? *

- ☐ Consult to vendor
- ☐ Make EFT payment
- ☐ Close account payable

42. The following six activities are performed by the corporate payable staff excluding activities that handle unmatched and suspended invoices. List the activities in the correct order (1 to 6). *

Poll store transaction
Close account payable
Make EFT payment
Set invoice as payable
Send orders
Set invoice as received

43. Is the matching of Purchase Orders (POs) and Invoices always performed every day? *

- ☐ Yes
- ☐ No
- ☐ Unknown

44. Are vendors' invoices always approved for payment? *

- ☐ Yes
- ☐ No
- ☐ Unknown

45. Is the corporate procurement staff responsible for distributing delivered goods by vendors to store? *

- ☐ Yes
- ☐ No
- ☐ unknown

46. Can store managers immediately receive goods after they sign off the order? *

- ☐ Yes
- ☐ No
- ☐ Unknown

47. Does the store manager make demand predictions at a particular time period? *

- ☐ Yes
- ☐ No
- ☐ Unknown

48. Can goods be delivered into multiple warehouses? *

- ☐ Yes
- ☐ No
- ☐ Unknown

49. Can goods be delivered directly to each store? *

- ☐ Yes
- ☐ No
- ☐ Unknown

50. Can a payment be made for unmatched PO numbers and invoices? *

- ☐ Yes
- ☐ No
- ☐ Unknown

51. Are suspended invoices stored in corporate files manually? *

- ☐ Yes
- ☐ No
- ☐ Unknown

52. Is it possible to have a PO number that are not matched with the invoice? *

- ☐ Yes
- ☐ No
- ☐ Unknown

NASA Task Load Index

Task on goods handling - process

53. Please rate the following questions according to the scale

	1 Very low	2	3	4	5	6	7 Very High
How mentally demanding was the task ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How physically demanding was the task?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How hurried or rushed was the pace of the task?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

54. Please rate the following questions according to the scale

	1 Perfect	2	3	4	5	6	7 Failure
How successful were you in accomplishing what you were asked to do?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

55. Please rate the following questions according to the scale

	1 Very low	2	3	4	5	6	7 Very High
How hard did you have to work to accomplish your level of performance ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How insecure, discouraged, irritated, stressed and annoyed were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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