Interview Questions

1. What is your name, age, gender, and educational background?

2. What is the name of your organization and the industry it operates in?

3. What is your current role within the organization?

4. What were your previous roles, and how many years have you worked in this industry (please include roles and years)?

5. Would you be willing to share your contact details for feedback or follow-up interviews?

6. Supplier Integration

    a. Do you have full visibility across your supply chain, from raw materials to the final product or service? If not, what challenges prevent your organization from achieving this?

    b. How transparent is the information exchange between your organization and its suppliers? Do you use any shared or integrated systems to facilitate this?

7. Supplier Monitoring

    a. What key factors or KPIs are important when evaluating a supplier?

    b. Do you use any sustainability, circularity, or energy-awareness criteria in supplier evaluation?

    c. Can you describe your supplier performance evaluation process?

    d. What methods or tools do you use to monitor supplier performance?

    e. Do you have mechanisms to sense or predict changes in these KPIs?

8. Supply Chain Disruption Context

    a. What types of risks or disruptions are you currently experiencing or anticipating in your supply chain (e.g., delivery or quality issues, environmental factors, cyber-attacks)?

9. Supply Chain Disruption Experience

    a. When was the last or most critical supplier-related disruption you or your colleagues experienced?

    b. Can you describe what happened during that disruption?

    c. How did you identify or diagnose the disruption? Do you use any structured methods for this?

    d. How did your organization respond to the disruption?

e. What was the impact of this disruption on your organization and on downstream partners (e.g., customers)?

f. What actions did you implement to mitigate the disruption?

g. How were these actions developed? What tools or methods did you use?

h. Did you test your mitigation plans using scenarios before implementation?

i. Were you satisfied with the solution you implemented?

j. Are you aware of any other similar or better practices to mitigate such disruptions?

k. If you could go back with more resources (e.g., time, people, tools), what would you do differently to mitigate the disruption?

10. Disruption Readiness, Agility, and Adaptability

a. Does your organization have a method for scoring or predicting supply chain risks or disruptions?

b. Do you conduct regular supply chain risk reviews with internal and external process owners?

c. Do you have a cross-functional team dedicated to evaluating sup- ply chain risks and developing mitigation plans?

d. How would you assess your organization's agility and responsiveness to business changes (e.g., supplier issues, demand fluctuations, staff absence, equipment breakdown)?

11. Utilizing Digital Technologies

a. What digital technologies are currently in use within your supply chain?

b. Are you aware of other digital supply chain technologies being used in your industry?