

Guide to undertaking a supply chain culture questionnaire

Step 1:

The MS Excel Supply Chain Culture Questionnaire spreadsheet has 3 tabs. Click on the **Questionnaire** tab and complete the **Buyer** cultural details template for your firm using a score 1-5 for each question within the 6 categories. This should be completed by a member of staff in the buying firm with supply chain responsibilities.

Step 2:

Issue to a member of staff in the supplying firm with supply chain responsibilities. Ask them to complete the Supplier template with their responses within the **Questionnaire tab**. The supplier questionnaire template is to the right of the buyer firm template.

Step 3:

The radar plot analysis tab will show a matrix of total scores for both firms and provide a radar plot to assess your firm's culture against your supplier.

Step 4:

Once the analysis has been completed, this will give you a guide to areas within your supply chain culture you will need to focus on.

Notes:

- If you wish for a range of employees to complete this questionnaire (either your own and/or your supplier firm), then the questionnaire can be issued individually by email and an aggregate score completed by adding up the total scores, dividing these by the number of completed questionnaires and completing a blank template with this information. You may also wish to aggregate by department to establish the differing sub-cultures within your or your supplier's organisation.
- The template could also have added information, such as department, or role added to the questionnaire for more detailed analysis.
- The analysis is simply a visual radar chart. If you wish to create additional insights into your findings, for example, between your company and a key supplier, then performing an independent sample to test for significance is an appropriate approach. This test will show if there is any significant difference between the mean scores for each group; i.e. buyer and supplier.
- If you wish to also complete the questionnaire with tier 1 and tier 2 suppliers, then you may wish to consider conducting an ANOVA (Analysis of Variance) for the analysis piece, post plotting your radar chart. The ANOVA test is suitable to test for differences in more than two groups. There are plenty of YouTube videos to teach you this technique.