

APPENDIX A: Questionnaire

QUESTIONNAIRE
St. MARRY UNIVERSITY
SCHOOL OF GRADUATE STUDIES
DEPARTMENT OF BUSINESS ADMINISTRATION

Dear respondents:

I'm a graduate student at St. Marry University School of Business and Economics in the Department of Business Administration. Currently, I'm conducting a research entitled '*Assessment of Warehouse Performance: A Case Meta Abo Brewery S.C.*' as a partial requirement for the award of Masters of Art Degree in Business Administration.

The purpose of this questionnaire is to gather data for the proposed study, and hence you are kindly requested to assist the successful completion of the study by providing the necessary information. Your participation is entirely voluntary and the questionnaire is completely anonymous. I confirm you that the information you share will stay confidential and only used for the aforementioned academic purpose, thus not affects you in any way rather it will may help you in improving the performance of your company warehouse. So, your genuine, frank and timely response is vital for the success of the study. I want to thank you in advance for your kind cooperation and dedication of your precious time to fill this questionnaire.

Best Regards,
Kalkidan Alemayehu

Note:

1. No need of writing your name.
2. Indicate your answer with a check mark (X) on the appropriate cell both for Section I and part of Section II questions and also circle your choice for question 7 to 9.
3. If you need further explanation please do not hesitate to contact me through my personal phone +251911062233 / +251929449585 or in person.

Section I: Respondents Profile:

- 1. Sex: Male Female
- 2. Educational Qualification:
 - College diploma First Degree (BSc, BA) Second Degree (MSc, MA) and above
- 3. Current Position _____
- 4. Year of service in the current position:
 - Below 1 year 1 to 2 years 2 to 3 years

Section II: Main Questionnaire

Please indicate your choice by putting the check mark (X) on the appropriate cell.

Where, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree.

5. Please indicate the degree to which you agree with the following statements regarding the indicators of warehouse performance in your company. (Please take your key warehouse activities in mind while rating the statements).

No.	Measurement Items	SCORE				
		1	2	3	4	5
Quality Indicators						
1.	The company applies a 5s warehousing system					
2.	There is a proper flow on receiving system in for incoming materials					
3.	There is high accuracy rate from receipt of loads to stacking of its final destination.					
4.	There is an effective workforce utilization in place					
5.	There are well organized warehouse equipment's in each warehouses of the company					
6.	There is a high customer satisfaction on item receiving and response					
7.	The minimum & maximum stock levels are maintained in all warehouses of the company in a good manner					
8.	All warehouse documentations are filed and maintained in a good manner					
9.	The standard operating procedure for all materials are prepared in a good quality					
10.	There is a risk assessment process for any stacking and materials handling process in each warehouses					

Response Time Indicator					
11.	There is a good customer cycle order time in each warehouse of the company				
12.	There is an effective and manageable time to process receipt/GRN				
13.	All warehouses serves customers at a reasonable time				
14.	All issues/ release have been handle at reasonable time				
15.	All loadings and unloading time are reasonable				
16.	Tracking files have been carried on at reasonable time				
17.	The time per line item to pick from storage area to the users department is reasonable				
18.	The lead time for every line item is reasonable				
19.	The replacement time for rejected items by the internal customers is reasonable				
20.	The stock in hand movement in all internal warehouse is at reasonable time.				
Costs Indicator					
21.	There is reasonable cost on item offloading/loading				
22.	There is a reasonable cost of shipping per order				
23.	There is a reasonable cost per line item picked from storage area to the user department				
24.	There is a reasonable cost for picking labor				
25.	There is a reasonable & less inventory carrying/holding cost				
26.	The process order cost for each shipping is reasonable				
27.	The cost related with monthly inventory is reasonable				
28.	There is less cost related to breakage due to improper handling				
29.	There is reasonable cost associated with material handling at each store				
30.	The cost related with store documentation is reasonable				
Productivity Indicators					
31.	The cost related to warehouse space utilization is minimum				
32.	There is a balanced direct labor cost in each warehouses				
33.	There is productivity in all stores & warehouses				
34.	There is employee turnover cost in each warehouse				

35.	In your warehouse is it efficient to attain productivity					
36.	There is a continuous improvement in all warehouses					
37.	There is a cost wise warehouse management system in the company					

38. Which key performance indicator do you believe that can heavily contributed to the overall performance of a warehouse?

- A. Quality Indicator B. Response Time Indicator C. Cost/Financial Indicator
D. Productivity Indicator E. All

39. Based on your experience what type of Warehouse better enhance warehouse performance?

- A. Private Warehouse B. Public Warehouse C. Automated Warehouse
D. Climate-Controlled Warehouse E. Distribution Center F. Based on situation

40. Based on your experience what size of Warehouse better enhance warehouse performance?

- A. Small B. Medium C. Large D. Based on situation