

Script for Answering Manufacturer's Calls About the Georgia Manufacturing Survey 1996

[IF APPROPRIATE] Thank you for calling about the survey. How may I help you?

[IF CALL IS ABOUT THE SURVEY]

[FOR CALLS ABOUT INTERPRETATIONS OF QUESTIONS]

Please call Jan Youtie at 404/894-6111 and she can help you answer this question.

[FOR CALLS ABOUT RETURNING COMPLETED QUESTIONNAIRES]

You may fax the questionnaire to Jan Youtie at 404/894-0069; or you may return the completed questionnaire in the postage-paid envelope, or mail it to Jan Youtie, Economic Development Institute, Georgia Institute of Technology, Atlanta, GA 30332-0640.

[IF CALL IS ABOUT THE MODERN MANUFACTURING COURSE OR COUPON]

I will take down some basic course registration information from you, then forward this to Georgia Tech's Continuing Education department. [REFER TO [LIST OF COURSES, BELOW](#)] They will send you a brochure for the course you are interested in, along with a registration form, which you complete, enclose the coupon, and send back. May I take down some basic course registration information?

- o What is your name?
- o Your company name?
- o Address?
- o and Preferred course? It is possible that your preferred course is filled, so you may give me more than one preference if you'd like.

Thank you for this information. You should receive a brochure by mail about 30 days before the course.

One more thing, did you send us a completed questionnaire?

- o [IF NO] May I send another one to you?
 - [IF THEY RESPOND "I'VE ALREADY GOT A QUESTIONNAIRE," RESPOND] Please can you complete and mail it back to us in the next few days? Thank you.
- o [IF YES] Thank you very much for your assistance.

[REMEMBER TO COLLECT THESE NAMES AND ADDRESSES AND FORWARD THEM BY FRIDAY TO MATT COREY, BY SENDING HIM AN E-MAIL AT THIS ADDRESS: matt.corey@edi.gatech.edu] or by fax at 404/894-0069.

Modern Manufacturing Courses 1996-1997

Date	Course Description
December 11, 1996	Project Management for Manufacturers - Meet Objectives on Time, Within Budget
January 8, 1997	Activity-Based Costing/Activity-Based Management for Manufacturers

February 12, 1997	Doing Business on the Internet
March 12, 1997	Mastering Technology Marketing
April 9, 1997	Best Manufacturing Practices (area emphasis to be announced)
May 14, 1997	Design for Manufacturing
TBA	Inventory or Materials Management