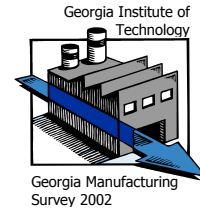


The Georgia Manufacturing Survey 2002



Georgia Tech is conducting this survey to help make Georgia's manufacturers more competitive by improving state business and technology services to industry.

- Survey questions refer to this facility.
- All individual firm and facility information will be kept in a secured, limited access location. Results will only be presented in an aggregated form. Your firm or facility's identity will not be revealed in any publication or presentation of the results of this survey.
- We understand you do not always keep exact records of all activities—estimates are fine.
- In return for completing this survey, we will send a survey summary and customized report with industry comparisons.

Please return this survey in the enclosed postage-paid envelope within 10 days to: Jan Youtie, Economic Development Institute, Georgia Institute of Technology, Atlanta, Georgia 30332-0640

Any questions about the survey? Tel: 1 (888) 272-2104 · Fax: 404/894-0069 · E-mail: jan.youtie@edi.gatech.edu · www.cherry.gatech.edu/survey

Please confirm your name and address and make any changes.

THANK YOU FOR YOUR HELP.

1. This facility is (*Please check one*)

- a. A single-establishment enterprise, not affiliated with any other enterprise
- b. An affiliate of a parent group or holding company that comprises two or more establishments
If YES to b. The parent group has fewer than 500 employees in total
 The parent group has 500 – 2499 employees
 The parent group has 2500 or more employees

2. Is your company's head office located in Georgia?

- Yes
- No, head office is located in _____ (US state) or _____ (country outside of the US)

3. Are most of your customers: (*please check one*)

- Local – within approximately 50 miles of this plant
- Regional – within approximately 200 miles of this plant
- National
- International

4. Your facility's **main product** or manufacturing activity is: (*Please check one*)

- | | |
|--|---|
| <input type="checkbox"/> Food, beverages, feed | <input type="checkbox"/> Stone, clay, glass, or concrete |
| <input type="checkbox"/> Textiles | <input type="checkbox"/> Primary metals |
| <input type="checkbox"/> Apparel | <input type="checkbox"/> Fabricated metals |
| <input type="checkbox"/> Lumber and wood, except furniture | <input type="checkbox"/> Industrial machinery |
| <input type="checkbox"/> Furniture | <input type="checkbox"/> Electrical or electronic equipment |
| <input type="checkbox"/> Paper and paper products | <input type="checkbox"/> Transportation equipment |
| <input type="checkbox"/> Printing and publishing | <input type="checkbox"/> Instruments |
| <input type="checkbox"/> Chemicals and allied products | <input type="checkbox"/> Other (please describe) |
| <input type="checkbox"/> Rubber and plastics | |
-

5. For your plant's main product(s), how many other rival firms compete with your facility for customer sales?

- 0 – 5 competitor firms
- 6 – 19 competitor firms
- More than 20 competitor firms

6. For the plant's main product(s), please RANK the order of importance of the following factors according to how your facility competes for customer sales? 1=most important, 6=least important. *Please do not give the same ranking to more than one factor.*

- _____ Low price
- _____ High quality
- _____ Innovation/new technology
- _____ Quick delivery
- _____ Adapting product to customer needs
- _____ Customer service that adds value to products/processes (i.e., training, consulting)

9.3 Did your facility apply for any patents during the period 1999-2001?

- No
- Yes → If yes, how many? _____

9.4 What are your plans to introduce new products or existing products that contain significant technical improvements?

- New products already are being developed
- We plan to begin development within 2 years
- No plans to develop new products

PROCESS DEVELOPMENT

10.1 During the last three years, did you introduce any process that was new or significantly improved to your firm?

- No → Go to question 11
- Yes → Was it new to the industry? Yes No

10.2 How were these processes developed? (Please check one box)

- Mainly by your company
- Mainly by your company in cooperation with other companies or organizations
- Mainly by other companies or institutions

10.3 What are your plans to introduce new or significantly improved processes?

- New or improved processes already are being developed
- We plan to start work on new or improved processes within 2 years
- No plans to introduce new or improved processes

CONSTRAINTS TO PRODUCT OR PROCESS DEVELOPMENT

11. How much of a deterrent has each of the following factors been in keeping your facility from developing innovative products or processes over the past three years: (please check one box in each row)

		Low	Importance Medium	High
Economic deterrents	New product/process development costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of available financing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cost of financing too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Unclear whether benefits exceed the costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of long term customer commitments to support development costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal deterrents	Organizational rigidities within the company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of qualified personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of information on technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of market information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lack of in-house product development systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other deterrents	No capability to sell them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Product/process development is done by another unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Impact of regulations or standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Existing customers not interested in new products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	My company is not interested in new products/ processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other (please describe)			

INFORMATION TECHNOLOGY

12.1 Which of the following types of information are available electronically at your facility?

- | | | |
|---|--|---|
| <input type="checkbox"/> Company and product literature | <input type="checkbox"/> Accounts receivable/payable | <input type="checkbox"/> Bids/quotes |
| <input type="checkbox"/> Customer profile information | <input type="checkbox"/> Other financial/accounting data | <input type="checkbox"/> Order tracking |
| <input type="checkbox"/> Customer orders | <input type="checkbox"/> Inventory of supplies | |

12.2 Which of the following electronic systems do you use or plan to use at your facility?

	Use	Plan to Use	Do not plan to use	Not applicable
E-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared databases accessible through the network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High speed internet connection (e.g. ISDN, cable, DSL, T1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic data interchange (EDI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprise Resource Planning (ERP) or other software for production planning and control of orders, inventories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supply, electronic purchasing agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12.3 Does your company have a Web site?

- Yes
- No, plan to get a Web site
- No, do not plan to get a Web site

Does your company Web site do any of the following? (check all that apply)

- Provide information about your company
- Provide information about products and/or services
- Allow customers to link electronically with your company
- Allow suppliers to link electronically with your company
- Allow customers to place or request orders online
- Integrate with your back office systems
- Capture customer information
- Provide on-line customer service

What percentage of your FY 2001 sales were placed through your Web site? _____%

12.4. a. Do you require that your customers use electronic transactions?

Yes No

b. Do any of your customers require that your facility use electronic transactions?

MANUFACTURING PRODUCTIVITY AND PERFORMANCE

13. For the following questions, use approximate numbers or give an estimate. All estimates should be for this facility.

	2001	1999
What were your total annual sales or gross value of shipments at this plant in fiscal year 2001? In 1999?	\$	\$
Approximately how much did you spend at this location on purchased materials, parts, and services in fiscal year 2001? In 1999?	\$	\$
Approximately how much new capital investment was made at this location, including facility, equipment, machinery, and information systems in fiscal year 2001? In 1999?	\$	\$

14. What percentage of your sales in fiscal year 2001 was exported to customers **outside the U.S**

--	--	--

 %

15. What was the approximate average annual return on sales (pre-tax) for this plant over the last three years (Circle the number closest to your facility's return on sales.)

← Negative return
Positive return →

-25% or more -15% -9% -6% -3% 0% +3% +6% +9% +15% +25% or more

16. Do you offer support services to your customers such as training, software development, maintenance, arrangement of financing, manufacturing process consulting, or other services that result in added value to your product?

- Yes →
- No, plan to offer
- No, do not plan to offer

If yes, Does your facility charge for these value-added services?

No

Yes → Approximately what percentage of your annual sales is from value-added services?

_____ %

17. Is your facility certified to any of the following standards?	Yes	In Process	No
ISO 9000 or QS-9000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ISO 14000 environmental management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORKFORCE AND TRAINING

18. Now, we would like to ask a few questions about your work force. If you don't know exact numbers, just give an estimate.

	2001	1999
On average, how many employees worked at this location? (Include temporary workers and convert part-time and contract labor to full-time equivalents.)	Full-Time Equivalent Employees	Full-Time Equivalent Employees
What was your total payroll at this location in fiscal year 2001? In 1999? (Please include direct payroll plus indirect fringe benefit payroll expenses. Include payments to agencies for temporary workers.)	Payroll \$	Payroll \$

19. On average in 2001, what percentage of your workers used a computer or programmable machine controller at least once a week as part of their job? _____ %

20. On average in 2001, how many persons at this facility:
Had a four-year college degree (e.g. B.A., B.S.) or higher graduate degree?

Of these, how many majored in:

a. Information technology (e.g. computer programming, software development, computer networking)

b. Science or engineering (excluding information technology)

21. In total, approximately how much did your company spend on training in fiscal year 2001? \$ _____

Of this, approximately what percentage was related to new activities and tasks (i.e. not routine training)? _____ %

22. a. What percentage of employees in production work are in teams? (if none, enter zero) %

b. Are planning and quality assurance tasks integrated into the employees' work responsibilities? No Yes

c. Are all team members qualified for all tasks? No Yes

An important purpose of the study is to learn more about your use of business assistance resources.

23. In the past two years, has your facility received business assistance from: (Check all that apply.)

- Georgia Tech (main campus or regional office)**
- Other university (not Georgia Tech)
- Technical college (Georgia Department of Technical and Adult Education, Quick Start)
- Small Business Development Centers
- Federal laboratory, NASA, or other federal technology program
- Other public or non-profit business assistant source
- A private-sector business assistance source, such as a private consultant, vendor
- Another manufacturer or customer not included in the above
- Facility has not received outside assistance

24. Would your company be interested in receiving training or technical assistance in any of the following areas? (Check all that apply.)

- Product development, rapid prototyping
- Lean manufacturing, continuous flow manufacturing systems
- Set up reduction, preventive maintenance, total productive maintenance
- Constraint management, theory of constraints techniques
- Supply chain management
- Electronic commerce, Internet applications
- Internet and computer system security
- MRP II, ERP, production scheduling, inventory management, accounting software
- Barcoding
- ISO 9000, QS-9000 quality certification
- ISO 14000 environmental management certification
- Human resources development, management development, team training, change management
- Safety & health, ergonomics
- Pollution prevention
- Energy management
- General business analysis, planning
- Marketing, niche marketing, market planning
- Generating financial information for obtaining working capital or capital for new technology/equipment
- Other topics (please describe)_____

Please check box if you would like to receive information about Georgia Tech's services, seminars, and workshops.

***** IF YOU RECEIVED ASSISTANCE FROM GEORGIA TECH IN THE LAST 2 YEARS, PLEASE COMPLETE BACK PAGE**

FOR COMPANIES RECEIVING ASSISTANCE FROM GEORGIA TECH

25. What impacts have resulted, or are expected to result, from the assistance provided by Georgia Tech? (Check box.)

	<i>Resulted (In past 2 years)</i>	<i>Expected (In next 2 years)</i>	<i>Neither</i>
Improve an existing product or service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve an existing process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adopted new technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved relationships with existing customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved response to market needs and trends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved profitability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved employee skills and know-how	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved management/owner skills and know-how	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase in employee wages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater flexibility and/or team orientation of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased attention to quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater use of computers in the company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other impact (please describe) _____			

26. Estimate the impact of the assistance you received from Georgia Tech on the following:

APPROXIMATE TOTAL BENEFITS

Number of jobs created	Jobs
Number of jobs saved	Jobs
Increased sales	\$
Savings in labor, materials, energy, waste, and other cost savings	\$

27. How much did the Georgia Tech assistance cost your facility? (Include personnel costs, materials, travel, marketing, equipment, and other investments—not just direct fees)

APPROXIMATE TOTAL COSTS

\$

YOUR ASSISTANCE IS GREATLY APPRECIATED!