

APPENDIX E

A Questionnaire sent to First-tier Supplier

1st part: Firm identification

1.1 Firm name: _____

1.2 Survey respondent's name: _____

1.3 Year of establishment in Thailand: _____

1.4 Ownership structure

_____ Thai %
_____ Foreign %
_____ Government %
Total 100%

1.5 How many plants are there in Thailand? _____

1.6 Does your firm supply auto parts directly to automobile assembler(s)?

() Yes () No (answer 1.8)

1.7 If you answer yes in 1.6, how many automobile assembler(s) that your firm supplies auto parts to them? _____

1.8 What kinds of the industry is your firm in? (More than one industry based can be chosen)

() Plastic based

() Metal based

() Glass based

() Rubber based

() Electronics based

() Textiles based

() Others, please specify _____

2nd part: Firm's capabilities in auto parts productions

2.1 Does your firm participate in the automobile development process with the automobile assembler such as developing concept or properties of auto parts fitting into the automobile development?

☐ Yes

☐ No

2.2 Is your firm capable in interior, exterior, two or three dimensional design?

☐ Yes

☐ No (answer 2.4)

2.3 If you answer yes in 2.2, is there any assistance in the designs from automobile assembler(s) or cooperate parts supplier(s)?

☐ Yes, there is assistance from automobile assembler(s), how?

☐ Yes, there is assistance from cooperate parts supplier(s), how?

☐ No, there is no assistance from assembler(s) and cooperate parts supplier(s)

2.4 Is your firm capable in designing the production processes?

☐ Yes

☐ No (answer 2.6)

2.5 If you answer yes in 2.4, is there any assistance from other parties?

☐ Yes, there is assistance from automobile assembler(s), how?

☐ Yes, there is assistance from cooperate parts supplier(s), how?

☐ No, all the production processes is designed on your own company

2.6 Is your firm capable in designing & ordering tools and equipments?

☐ Yes ☐ No (answer 2.8)

2.7 If you answer yes in 2.6, is there any involvement of other parties in designing and ordering of tools and equipments?

☐ Yes, the designing & ordering of tools and equipment are assisted by automobile assembler(s), how?

☐ Yes, the designing & ordering of tools and equipment are assisted by cooperate parts supplier(s), how?

☐ No, all the designing & ordering of tools and equipment are done by your company

2.8 Is your firm capable in designing the skill of workers needed in parts productions?

☐ Yes ☐ No (answer 2.10)

2.9 If you answer yes in 2.8, is there any involvement of other parties in designing skill of workers?

☐ Yes, the design is assisted by automobile assembler(s), how?

☐ Yes, the design is assisted by cooperate parts supplier(s), how?

☐ No, the design is done by your own company (answer 2.14)

2.10 Are there any other parties involved in controlling day-to-day production at plants?

☐ Yes, the controlling day-to-day production is assisted by assemblers, how?

☐ Yes, the controlling day-to-day production is assisted by other suppliers, how?

☐ No, the controlling day-to-day production is totally operated by your own company

2.11 Is your firm capable in carrying out the product testing on your own company?

☐ Yes

☐ No (answer 2.13)

2.12 If you answer yes in 2.11, is the product testing assisted by other company's laboratory?

☐ Yes, it is carried out by assembler's laboratory, how?

☐ Yes, it is carried out by cooperate parts supplier's laboratory, how?

☐ No, it is carried out in the laboratory owned by your company in Thailand

2.13 Is your firm capable in maintaining equipments?

☐ Yes, all maintenances operated by your firm

☐ Yes, but only some maintenances operated by other firms, how?

☐ No, all maintenances operated by other firms, how?

2.14 What kinds of international industrial standard your company acquires?

☐ ISO 9000

☐ ISO 14000

☐ QS 9000

☐ Others, please specify _____

3rd part: Transferring know-how to lower tier supplier(s)

3.1 Does your firm employ lower tier supplier(s) cooperating in auto parts production?

☐ Yes

☐ No

3.2 How is the quality of auto parts manufactured by lower tier supplier(s)?

☐ Very good

☐ Good

☐ Moderate

☐ Poor

3.3 Does your firm transfer know-how to lower tier supplier(s) in parts productions?

☐ Yes

☐ No

Transferring know-how to lower tier supplier(s)

3.4 When did your firm start to transfer know-how to lower tier supplier(s)? _____

3.5 What is the purpose(s) of transferring know-how to lower tier supplier(s) in parts productions? (More than one answer can be chosen)

☐ Cost reduction

☐ Quality improvement

☐ Improving labor skills

☐ Others, please specify _____

3.6 Is the transfer of know-how being the firm's objective or encouraged by assemblers?

☐ Firm's objective

☐ Firm's objective and encouragement by assemblers

3.7 Which channel(s) does your firm transfer know-how lower tier supplier(s)? (More than one answer can be chosen)

☐ Sending expert(s) to train lower tier supplier(s)

☐ Establishing training program(s) for lower tier supplier(s)

☐ Sending workers of local parts supplier(s) to training with a parent company in abroad

☐ Others, please specify _____

3.8 Please explain the reason in choosing that channel and details of technology transfers

3.9 Based on 3.7, does lower tier supplier(s) have to sign contracts in obtaining know-how with your firm?

☐ Yes, all channels of know-how transferred to lower tier supplier(s) committed by contracts

☐ Yes, but only some channels of know-how transferred to lower tier supplier(s) committed by contracts, please specify which channels of the transfer committed by contracts _____

☐ No, all channels of know-how transferred to lower tier supplier(s) not committed by any contract

3.10 Based on 3.7, does lower tier supplier(s) have to pay fee to your firm in obtaining know-how?

☐ Yes, all channels of know-how transferred to lower tier supplier(s) have fee

() Yes, but only some channels of know-how transferred to lower tier supplier(s) have fee, please specify which channels of the transfer have fee

() No, all channels of know-how transferred to lower tier supplier(s) has no fee

3.11 If you answer yes in 3.10, how often the lower tier supplier(s) has to pay fee to your firm

() Only initial payment (The first time obtaining know-how from your firm)

() Annual payment

() Others, please specify _____

3.12 On average, how long does the process of transferring know-how to lower tier supplier(s) take? _____

3.13 Is the know-how transferred to lower tier supplier(s) successful?

() Not successful

() Quite successful

() Very successful

3.14 What is (are) the main problem(s) making the know-how transfer not successful?

(You can answer more than one)

() Lack of incentives of local parts supplier(s)

() Lack of experience in the know-how of lower tier supplier(s)

() Your firm lacks of experience in transferring know-how

() Others, please specify _____

3.15 How can your firm eliminate problem(s) in 3.14?

3.16 What is (are) the main reason(s) making the transfer successful?

() Willingness to learn and absorb know-how transferred by your firm

() Having experience in the know-how transferred by your firm

() Know-how transferred by your firm is very easily to learn

() Others, please specify _____

3.17 How many per cent can the lower tier supplier(s) reduce cost in parts productions after obtaining know-how from your firm? _____ %

3.18 How many per cent can your firm reduce the rate of defective auto parts returned to the lower tier supplier(s)? _____ %

3.19 How does your firm motivate lower tier supplier(s) to learn know-how?

3.20 Suggestions to private associations or government agents in order to improve the Thai auto parts industry