

PRODUCT AND PROCESS DEVELOPMENT INITIATIVE - PHASE FOUR

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These are the contact details that we have for your plant. Please amend if necessary.

Label Here

1. Background

Please indicate whether this plant is: (Please tick relevant box)

A single-plant company	
A parent or group HQ	
A subsidiary plant in a group	
Other	

If this plant is a subsidiary, in which country is your group's headquarters located?

Location of Group HQ:

In what year did your plant start production?

Year

Please indicate your average employment during 2001

Employment 2001:

Please indicate approximately what proportion of your sales (by value) were outside the UK and Ireland in 2001

% of sales

Indicate the main type of production undertaken in your plant: (tick relevant box)

One-offs	
Small batches	
Large Batches	
Continuous Production	

Please indicate the percentage growth of this plant since 1999:

	Percentage Growth Since 1999
Employment Growth	%
Sales Growth	%

Please indicate *approximately* what proportion of the people who work in your plant have as their highest qualification:

	% of Workforce
A degree or equivalent qualification	%
A technician level qualification	%
A relevant apprenticeship level qualification:	%
Some relevant vocational qualification	%
No post-school vocational qualification	%

(Note: percentages should sum to 100%)

For the 2001 business year please estimate:

The value of your sales turnover	€
The value of materials and fuels purchased	€
Total gross expenditure on wages and salary payments	€
Investment spending on plant, machinery and fixed assets	€
Investment spending on buildings	€

2. Research and Development

(Please tick as appropriate)

Was any R&D undertaken in your plant in 2001?
Is there a formal R&D department in your plant?

Yes	No

Please *estimate* how many man-years were spent on R&D in your plant during 2001

Man-years:

Approximately what was total R&D expenditure by your plant in 2001 (€000s)?

€000s:

What percentage, if any, of this R&D expenditure was used to buy-in R&D services from other companies or organisations?

%:

Does your company own other plants apart from yours?

	Yes	No
Company owns other plants		

IF NO SKIP TO SECTION 3

Is R&D relevant to your plant done in other group companies in (tick as appropriate?)

	Yes	No
Republic of Ireland		
Northern Ireland		
Other UK		
Other EU countries		
North America		
Elsewhere		

3. Product Developments

Have you introduced ANY new or improved products at this plant since 1999?

	Yes	No
Product Changes since 1999		

IF NO SKIP TO SECTION 4

How many products are there in your current product range?

Number of products in range:

How many new or improved products have you introduced since 1999?

Number of new/improved products:

Please *estimate* the proportion of your current sales (by value) that consist of:

(Note: percentages should add to 100%)

	% of Sales
New products introduced to the market <i>for the first time</i> since 1999 by this plant	%
New products introduced by this plant since 1999 but <i>previously made elsewhere</i>	%
<i>Technically improved</i> products which were being made by this plant in 1999	%
<i>Aesthetically improved</i> products which were being made by this plant in 1999	%
Products which have remained <i>unchanged</i> since 1999	%

Please indicate which groups of staff in your plant would be involved in each of the following elements of the product development process:

	Scientists	Engineers	Skilled Production Staff	Design Staff	Marketing or Sales Staff
Identifying new products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prototype development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Final product design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Market research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing marketing strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Process Developments

Have you introduced ANY new or improved production processes at this plant since 1999?

	Yes	No
Process Changes since 1999		

IF NO SKIP TO SECTION 5

Please indicate whether the production process changes you introduced were (tick as appropriate):

	Yes	No
New processes introduced by your plant which <i>have not previously been used elsewhere</i>		
New processes which <i>have not previously been used in Ireland</i>		
New processes which <i>have not previously been used in your industry</i>		
New processes which <i>have not previously been used in your plant</i>		
Improvements to processes which your plant was already using in 1999		

Please indicate if you now use any of the following production techniques. Also, please indicate the date when they were first introduced:

	Use Now	First Introduced:		
		Before 1996	During 1996-99	Since 1999
Numerically Controlled (NC) or CNC Machinery				
Robotic Equipment				
Automated Materials Handling				
Computer Aided Design (CAD)				
Computer Aided Production Management				
Computer Integrated Manufacturing				
Quality Certification (e.g. ISO 9000)				
Total Quality Management				
Quality Circles				
Just in time				
Investors in People				

5. Links to Other Firms and Organisations

Since 1999 did you have links with any other companies or organisations as part of your product or process development?

	Yes	No
Links with other companies or organisations		

IF NO SKIP TO SECTION 6

Which of the following types of company or organisation were these links with and where they were located (tick as many options as necessary)?

	Links With	Location				
		ROI	N.I.	Other UK	Other Europe	Other
Other Group Companies						
Clients/Customers						
Suppliers						
Competitors						
Joint Ventures						
Consultants						
Government Labs						
Universities						
Industry Operated Labs						
Private Research Institutes						

6. Government and EU Assistance

Please indicate whether you have received government support for any of the following since 1999. Tick as applicable but omit support of less than €5,000

	Yes	No
Product development		
Process development		
R&D not related to any specific product or process development		
Purchase of licences to manufacture		
New Plant/Machinery		
Exporting		
Management training in relation to product/process development		
Training for product development techniques		
Training for process development techniques		
Best Practice or Benchmarking		

7. Constraints on Product/Process Development

Please indicate if any of the following factors have reduced or hindered product or process development in your plant over the last 3 years: *(Please tick relevant boxes)*

	Not Important		Very Important		
	1	2	3	4	5
	Riskiness of product/process development				
Low rate of return					
Attitudinal barriers in this plant					
Lack of necessary finance					
Few market opportunities					
Lack of information about technologies					
Legislative or regulatory requirements					
Lack of partners					
Lack of technical expertise in this plant					
Lack of managerial expertise in this plant					

8. Future Business Strategy

Do you have a formal plan for the development of your business over the next 3 years or more?

	Yes	No
Formal Development Plan		

IF NO SKIP TO SECTION 9

Does your development plan include targets for:

	Yes	No
The introduction of new products		
The development of improved products		
Research and development investment		
The introduction of new production processes		
The development of improved processes		
R&D Joint Ventures or partnerships		

How important will the following be in enabling you to achieve your business targets (please tick as appropriate)?

	Not Important			Very Important	
	1	2	3	4	5
Strategy Development & Implementation					
People/Skills Development					
Operational Process Improvement					
Supply Chain Development					
Improving Customer Service					
Improving Marketing					
Improving Productivity/Efficiency					

9. E-Business

Do you use the internet for (please tick as appropriate):

	Yes	No
Gathering information		
Purchasing		
Sharing information in-house		
Raising your company profile		
Advertising/marketing		
Selling products on-line		

Do you have a web-site which allows your customers to (please tick as appropriate):

	Yes	No
Obtain an overview of your business		
Obtain details of <i>a selection</i> of your firm's products		
Obtain details of <i>all</i> of your firm's products		
Make contact with your company to obtain further information		
Obtain immediate pricing information for your products on-line		
Compile and place orders on-line		
Provide secure system for on-line payments		
Allows order tracking		

Thank You for your help

Please send your completed form in the post free return envelope provided to
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