

APPENDIX 1

Description	Yes	No
1. Are the customer base segmented on service needs ?		
2. Is the supply chain being adapted to serve these segments ?		
3. Is the supply chain customized to service these segments ?		
4. Are market signals and scientific forecasting used often ?		
5. Is demand planning aligned with forecasting ?		
6. Is there a policy of openness towards the biggest suppliers ?		
7. Is a chain wide technology available ?		
8. Does the technology give a clear view of flow of products and information ?		
9. Does the technology integrate with other in store systems?		
10. Is a channel spanning performance measure in place ?		
11. Does the performance system measure customer service ?		
12. Are the supply chain strategy integrated with the overall group strategy ?		
13. Are the supply system integrated with those of suppliers ?		
14. Is outsourcing utilised ?		
15. What percentage of the supply chain is out sourced ?		
16. Are cost data the most important factor in SCM ?		
17. Is quick 'hit' savings a priority ?		
18. Is a specific person appointed at a high level to oversee supply chain management ?		
19. Does a list of continuous improvement opportunities exist ?		
20. Is this list upgraded regularly ?		
21. Does a 'toolkit' with benchmarks exist that defines best practises ?		
22. Is process mapping, at retailer and supplier being used ?		
23. Have you ever heard of a value chain constellation ?		
24. Is the current Supply Chain technology digital ?		
25. Is the organisation Internet enabled ?		
26. Is the organisation currently utilising a Supply Chain Model ?		
27. Are separate funds for technology development for the Supply Chain budgeted for?		