

Sensory Quality Control Knowledge, Attitude and Practices Questionnaire

This questionnaire assesses knowledge, attitude and practices with regards to sensory quality control

Respondents and company characteristics section

1. Please choose which option best describes your main current job function?
 1. Sales/ Marketing
 2. Production/ Manufacturing
 3. Quality Assurance
 4. Research & Development
 5. Others, please specify

2. Please choose which option best describes your current job level?
 1. Entry Level
 2. Intermediate
 3. Middle Management
 4. Senior Management
 5. Owner/Executive

3. Is your company a part of another larger company (a subsidiary)?
 1. Yes
 2. No

4. What is the total number of employees working in your company?
 1. Less than 10
 2. 10 to 50
 3. 51 to 200
 4. More than 200

5. In which country is your company located?
A relevant list of countries are provided

6. How many products does your company produce? (Includes different formulations but excludes different pack sizes of the same product)
 1. Less than 3
 2. 3 to 5
 3. 6 to 10
 4. More than 10

7. Please select the food processing sector your company belongs to? (if more than one sector, please choose the most important)
 1. Baked goods/confectionery
 2. Beverages
 3. Cereals and grains
 4. Dairy
 5. Frozen and/or chilled

6. Fruits and vegetables
 7. Meat and/or fish and/or sea food
 8. Oils and fats
 9. Sauces and condiments
 10. Others (please specify)
8. Do you have a quality department?
 1. Yes
 2. No
 9. Have you heard of sensory evaluation before this study?
 1. Yes
 2. No
 10. Was there any customer complaint/s or reprocessing of a product/s due to unacceptable sensory quality in the last 12 months?
 1. Yes
 2. No
 3. I don't know
 11. Which of the following sensory related functions are you involved in? (You can select more than one option)
 1. None
 2. I request sensory experiments
 3. I plan sensory experiments
 4. I participate in sensory experiments
 5. I analyse sensory data and/or write reports
 6. I make decisions based on sensory data

Knowledge Section

The order of questions in this section should be randomised.

Key to correct answers: 1. (1), 2. (1), 3. (1), 4. (2), 5. (1), 6. (1), 7. (2), 8. (2), 9. (1), 10. (1), 11. (2)

Basic senses/ physiology

1. Can you perceive the aroma of food while it is in your mouth?
 1. Yes
 2. No
 3. I don't know
2. Is umami one of the basic tastes?
 1. Yes
 2. No
 3. I don't know
3. Can product texture be judged with the eyes?
 1. Yes
 2. No

3. I don't know

Good sensory practices

4. Will a food taster be able to judge product flavour if he/she has a cold or the flu?
1. Yes
 2. No
 3. I don't know
5. Is palate cleansing (e.g. rinsing mouth with water) a good sensory practice?
1. Yes
 2. No
 3. I don't know
6. Is it important to inform food tasters of allergens in the food they will be tasting?
1. Yes
 2. No
 3. I don't know
7. Should preference questions be asked during descriptive sensory tests?
1. Yes
 2. No
 3. I don't know
8. Should people without sensory evaluation training be used for sensory quality control tests?
1. Yes
 2. No
 3. I don't know

Sensory/ sensometric methods

9. Is a triangle test a sensory discrimination method?
1. Yes
 2. No
 3. I don't know
10. Is a one tailed hypothesis suitable for analysing the results of a triangle test?
1. Yes
 2. No
 3. I don't know
11. Is t-test used for analysing sensory differences between more than two products?
1. Yes
 2. No
 3. I don't know

Attitude Section

On a scale of 1 to 5 where 1 = Strongly Disagree, 2= Disagree, 3 = Neither Disagree nor

Agree, 4 = Agree and 5 = Strongly Agree, indicate the extent to which you agree with each of the following statements.

S/N		1	2	3	4	5
1	I know the sensory attributes that are important for consumer acceptance of my company's products					
2	Maintaining product sensory quality is not part of my job responsibility					
3	I have a clear role in maintaining consistent product sensory quality					
4	My company believes that consumer satisfaction depends on consistent sensory quality					
5	My company provides the tools (equipment, procedures and/or training) needed to make products of consistent sensory quality					

6. These are common benefits of the implementation of a sensory quality control programme. Please indicate the level of importance of each to your company: 1=not important to 5=extremely important

		1	2	3	4	5
i	Reduce customer complaints					
ii	Increase sales					
iii	Improve product sensory quality					
iv	Reduce waste					
v	Encourage employee to take responsibility for product quality					

7. These are common barriers to the implementation of a sensory quality control programme. Please indicate the level of importance of each to your company: 1=not important 5= extremely important

		1	2	3	4	5
i	Low sensory expertise					
ii	Consumes too much time					
iii	Too expensive					
iv	Not enough facilities					
v	Low company management interest					
vi	Low employee interest					

Practice section

Does your company carry out sensory quality control?

1. Yes
2. No

If your answer was 'Yes', then please complete the rest of the questionnaire, if 'No' please do not complete the rest of the questionnaire.

1. How often is **sensory evaluation training** carried out for company staff?
 1. Never
 2. Once a year
 3. More than once a year
2. When is **sensory quality testing** carried out for each of your company's products?
 1. Anytime
 2. Based on requests
 3. Based on a planned schedule
3. How does your company define the target sensory quality of products for quality control purposes?
 1. There is no defined standard
 2. It is based on a memorized standard
 3. The standard is documented and readily available
4. Who coordinates sensory quality control at your company?
 1. Staff with no sensory training
 2. An external organisation
 3. Staff with sensory training
5. Who carries out sensory quality tests?
 1. Staff with no sensory training
 2. An external organisation
 3. Staff with sensory training
6. What materials/products are assessed as part of sensory quality control in the company? (Please choose from the list below, you can choose more than one option)
 1. Samples from product development
 2. Raw materials
 3. In-process materials
 4. Finished products
7. Where are the products assessed for sensory quality control?
 1. No specific area (Anywhere that is comfortable)
 2. A specified test area
 3. Company's sensory laboratory
8. How are products of unsatisfactory sensory quality managed at your company?
 1. No specific procedure
 2. A documented procedure
 3. A documented procedure with trend analysis

Thank you for participating in this survey