

IFORS SURVEY - OR PRACTICE QUESTIONNAIRE

The aim of this survey is to find out more about the use of OR and related analytical methods/techniques by in-house and external consultant/analysts.

The questionnaire is in two main parts, section 3 which covers organisational information and section 4 which covers your experience of using OR-type methods and approaches. Most questions require a 'tick box' response but a few require free form text. You can move forwards and backwards through the questionnaire but you must complete the questionnaire in one session. In section 5 you are given the opportunity to add personal comments that you think will be helpful to us. At the end you can submit your completed questionnaire and also print a copy for your own records.

Many thanks in advance for taking part in the survey.

1. Country where you are based:

2. Personal Information

2.1 Name

2.2 Position in organisation (please give your actual job title and a descriptive title (how you describe your role) eg senior information officer (business analyst)

2.3 Email address

3. Organisational Information

3.10 Name of your organisation

3.11 Name of parent organisation (if applicable)

3.12 Turnover of your organisation

--Click Here-- ▼

- < \$500k
- \$501k - \$10m
- \$11m - \$100m
- \$101m - \$1000m
- >\$1000m

3.13 Number of employees (approx)

--Click Here-- ▼

- < 100
- 101 - 1000
- 1001 - 10,000
- 10,001 - 100,000
- >100,000

3.14 Industry Sector -- please tick

--Click Here--

- External Consultancy - Commercial*
- External Consultancy - Academic*

- Aerospace and Defence (non-government)*
- Banking & Finance*
- Construction & Property*
- Consumer Goods*
- Engineering*
- Health*
- Industrial*
- Leisure*
- Media*
- Natural Resources*
- Public Sector, including Defence, Government, and Police*
- Retailing*
- Support Services*
- Technology*
- Telecoms*
- Transport*
- Utilities*

Other (please state)

3.2 OR (and related) groups and their location in the organisation

(Include Your Group and other groups that sometimes use OR methods eg the IT. marketing, planning)

3.21 Name of group

3.211 Objectives of group (e.g OR services, supply chain planning)

3.212 Location of group (e.g finance division)

3.213 Size of group (only include those carrying out OR studies)

--Click Here-- ▼

- 1-2
- 3-5
- 6-10
- 11-20
- 21-30
- 31-50
- >50

3.214 Financial control (e.g are projects charged directly to clients)

- Yes
- No

3.215 Reporting level of group manager (how many levels from the Chief Executive)

--Click Here-- ▼

- 1
- 2
- 3
- 4
- 5
- >5

3.22 Name of alternative group A

3.221 Objectives of Group A (e.g OR services, supply chain planning)

3.222 Location of Group A (e.g finance division)

3.223 Size of Group A (only include those carrying out OR studies)

--Click Here-- ▼

- 1-2
- 3-5
- 6-10
- 11-20
- 21-30
- 31-50
- >50

3.224 Financial control (e.g are projects charged directly to clients)

Yes

No

3.225 Reporting level of group manager (how many levels from the Chief Executive)

--Click Here-- ▼

- 1
- 2
- 3
- 4
- 5
- >5

3.23 Name of alternative group B

3.231 Objectives of Group B (e.g OR services, supply chain planning)

3.232 Location of Group B(e.g finance division)

3.233 Size of Group B (only include those carrying out OR studies)

--Click Here-- ▼

- 1-2
- 3-5
- 6-10
- 11-20
- 21-30
- 31-50
- >50

3.234 Financial control (e.g are projects charged directly to clients)

Yes

No

3.235 Reporting level of group manager (how many levels from the Chief Executive)

--Click Here-- ▼

- 1
- 2
- 3
- 4
- 5
- >5

3.3 Usage of external consultants for OR work

(Three point scale: none, occasional (1 to 3 times per year), frequent (>3))

3.31 Commercial Consultants			
	none	occasional (1 to 3 times per year)	frequent (>3)
a) General management (international)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) General management (local)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Specialist consultancy (international)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Specialist consultancy (local)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.32 Academic Consultants			
	none	occasional (1 to 3 times per year)	frequent (>3)
a) International	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Local	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.4 Barriers to the use of OR

Rate on a scale of 1 (not important, not relevant) to 5 (very important) Tick all that apply

	1 = not important	2	3	4	5 = very important
3.41 High cost of using OR					
a) Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) OR software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Computing hardware	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.42 Available staff lack required expertise					
3.43 OR software inadequate/difficult to use					
3.44 Data limitations					
3.45 Client/senior management resistance					
	1 = not important	2	3	4	5 = very important
a) Company cannot support in-house OR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Company unconvinced of potential benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Lack of awareness of OR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Clients cannot understand OR methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Organisation culture not suited to use of OR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.46 Other --- please specify					

4. Personal Experience of OR Practice

4.11 Age

--Click Here-- ▼

- <21
- 21-25
- 26-30
- 31-40
- 41-50
- 51-60
- >60

4.12 Academic qualifications -- undergraduate (name of university, subject of degree eg mathematics, Lancaster)

4.13 Academic qualifications - postgraduate (eg PHD Operational Research, Lancaster)

4.14 On-the-job training: tick those that apply and give duration

OR techniques

Statistics

Software packages

Consultancy skills eg report writing, presentation skills

Other

4.15 Years in OR

--Click Here-- ▼

- 0-2
- 3-5
- 6-10
- 11-20
- >20 years

4.16 Years in the organisation

--Click Here-- ▼

0-2
3-5
6-10
11-20
>20 years

4.17 Membership of local OR Society

- Yes
- No

4.18 Membership of other professional societies -- free text

4.2 Understanding and Use of OR and related techniques

Please rate the following techniques and methodologies on a 4-point scale

No knowledge = 0; Awareness = 1; Occasional use (1-3 times per year) = 2; Frequent use (>3 times per year) = 3

	No knowledge = 0	Awareness = 1	Occasional use = 2	Frequent use = 3
Data mining , including decision trees, logistical regression, neural networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision analysis , including MCDA (multi-criteria decision analysis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision Support Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial analysis / modelling , including Credit Scoring models	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forecasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game Theory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory models	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	No knowledge = 0	Awareness = 1	Occasional use = 2	Frequent use = 3
Optimisation - Discrete methods , including MP, LP, IP, DP, Heuristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optimisation - Stochastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Structuring (Soft OR) , including Soft Systems Methodology, Cognitive mapping/SODA, Strategic Choice Approach, Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project management and control techniques , including CPS, CPA, PERT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality Management , including Six Sigma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queuing models	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	No knowledge = 0	Awareness = 1	Occasional use = 2	Frequent use = 3
Simulation , including discrete event, agent based	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spreadsheet modelling - basic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spreadsheet modelling - advanced , including VBA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical analysis - basic , including probability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical analysis - advanced , including multivariate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Planning , including Cost Benefit Analysis, Performance Management, Balanced scorecard, scenario planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System Dynamics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yield (Revenue) management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other -- please specify <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Soft OR / Problem Structuring ones				
	No knowledge = 0	Awareness = 1	Occasional use = 2	Frequent use = 3
Cognitive mapping / SODA / Journey Making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Influence diagrams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Robustness analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft Systems Methodology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Choice Approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other -- please specify <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.3 Application areas

Please rate the following application areas on a 3-point scale

No projects = 0; occasional projects (1-3 per year) = 1; frequent projects (>3 per year) = 2

	No projects = 0	Occasional projects = 1	Frequent projects = 2
Finance , including credit & risk analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing , including advertising, pricing and customer relationship management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production , including maintenance & reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Management & Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logistics and Supply Chain , including procurement, transportation, distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personnel and Manpower planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other -- please specify	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>			

4.4 Usage of OR-related Software (including statistics)

Which OR-related software packages do you use most? (list up to 5, excluding Excel and rate their usage on the following scale)

a

Occasional (0-1 per year)
= 1

Regular (2-5 per year) = 2

Frequent (>5 per year) = 3

b

Occasional (0-1 per year)
= 1

Regular (2-5 per year) = 2

Frequent (>5 per year) = 3

c

Occasional (0-1 per year)
= 1

Regular (2-5 per year) = 2

Frequent (>5 per year) = 3

d

Occasional (0-1 per year)
= 1

Regular (2-5 per year) = 2

Frequent (>5 per year) = 3

e

Occasional (0-1 per year)
= 1

Regular (2-5 per year) = 2

Frequent (>5 per year) = 3

5. Personal Comments

Please add any further comments about the survey that you think will be helpful to us

Thank you for completing the questionnaire. Please click on submit to complete the questionnaire.