

## **Appendix A: Question List of the Phone Interview**

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### **SECTION 1: Company Background**

1. What main products do you provide for this OEM? Please describe them briefly.
2. Who are your major customers besides this OEM?
3. How long does your company do the business with this OEM?

### **SECTION 2: Procurement Process**

1. What is your major work content?
2. Please describe your order fulfillment process in detail.
3. How do you process forecast and purchase order (PO)?
4. How do you negotiate and communicate with the OEM's procurement staff?
5. How do you arrange the production of your factory to fulfill PO?
6. How do you arrange shipment?
7. Does the current EP system perform well? Is there any additional effort needed to fulfill orders?

### **SECTION 3: The Usage of Current EP system**

1. How long have your company adopted the current EP system?
2. How long have you used current EP system?
3. In your opinion, what is the advantage and disadvantage of the current EP system?
4. Who is your contact window of the OEM when exceptions happen?
5. Do you ever try to fix up the problems of current EP system together with the OEM's procurement staff?