

# 5 responses

[View all responses](#)

## Summary

### Responder's Information

#### Name-Last Name

Panthep Bhandhufalck  
Pongsan Puttajong  
BOONCHAI SRIVANICHPOOM  
Hiroki KUSHIDA  
Akihiro Hachio

#### Group

CLC2  
SCSG  
Container Transport  
QSG  
AFFG

#### Team

CLC2  
SALES  
Bangkok Sales team  
Chemical Lorry

### Questionnaires (Page 1)

#### 1. General

**Unnamed Row 1 [1.1 Do you agree that Quality Management Systems (ISO 9001) is intended to be applied in the company to ensure that the company can provide service in accordance with the customer requirements and to develop all personnel in the company?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

It is International Certificate.

**Unnamed Row 1 [1.2 Do you agree that all members at all levels of the company are responsible for establishment, maintenance, and continual improvement of Quality Management Systems?]**



YES	3	60%
NO	2	40%
MAYBE	0	0%

**Additional Comment (if any)**

Back/support office may not necessary.

Establishment should be done by suitable PIC, like management team, not worker/labor level.

**Unnamed Row 1 [1.3 Do you agree that the Quality Management Systems of the company should be certified on the scope of work in business and operation functions only as the Quality Management System focuses on service provision and aims to enhance external customer satisfaction which mainly involves with business and operation functions?]**



YES	<b>3</b>	60%
NO	<b>2</b>	40%
MAYBE	<b>0</b>	0%

#### **Additional Comment (if any)**

The back/support office can use KPI to evaluate the person performance instead of ISO.

**Unnamed Row 1 [1.4 Do you agree that one of the main reasons of customers to select our company because they ensure that our company is able to meet their requirements, needs and expectation because all activities of our company are under Quality Management System certification?]**

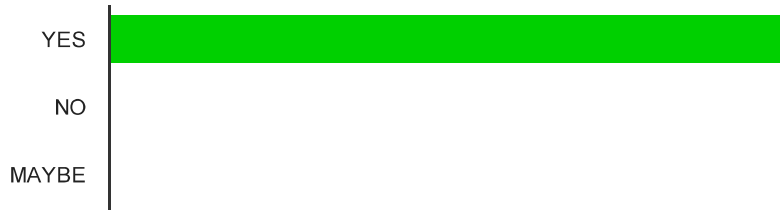


YES	<b>4</b>	80%
NO	<b>0</b>	0%
MAYBE	<b>1</b>	20%

#### **Additional Comment (if any)**

**Unnamed Row 1 [1.5 Do you agree that every groups/teams should apply Quality Management System seriously and continuously because this will help in clarifying our working direction, persuade all staffs to involve in**

**management under their responsibilities. Moreover, the system defines all interaction of working processes for every teams to coordinate smoothly and the working processes are detail enough to let every staff achieve their targets?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

**Unnamed Row 1 [1.6 Do you agree that all groups/teams should apply the requirements of ISO9001 into daily routine works and continually improve their work with the result that the management mechanism of our company conforms with the requirements of ISO9001?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

**Additional Comment (if any)**

**Unnamed Row 1 [1.7 Do you ensure that your group/team is one of the business groups/teams under the scopes of Quality Management Systems?]**

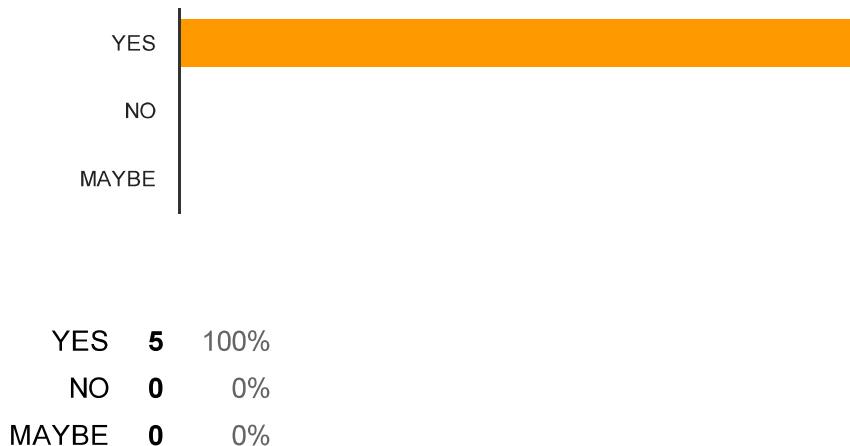


**Additional Comment (if any)**

## Questionnaire (Page 2)

### 2. Quality Policy

**Unnamed Row 1 [2.1 Do you agree that each group/team should communicate the Quality Policy to the members in groups/teams through other channels rather than company's emails?]**

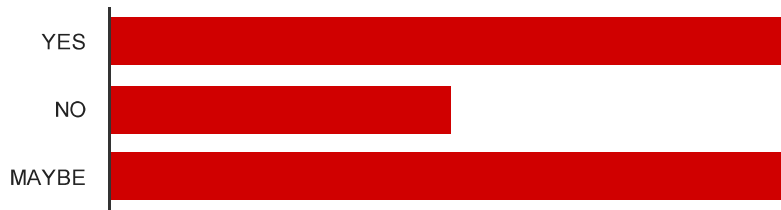


**Additional Comment (if any)**

Such as Intranet.

Training for new comer and refresh for current staff to make sure that our people know and understand on this system

**Unnamed Row 1 [2.2 Do you ensure that your members of group/team can explain their work processes and methods which will help their group/team achieve the Quality Policy?]**



YES	2	40%
NO	1	20%
MAYBE	2	40%

### Additional Comment (if any)

Some new member (employee) may not.

## 3. Key performance indicators and targets

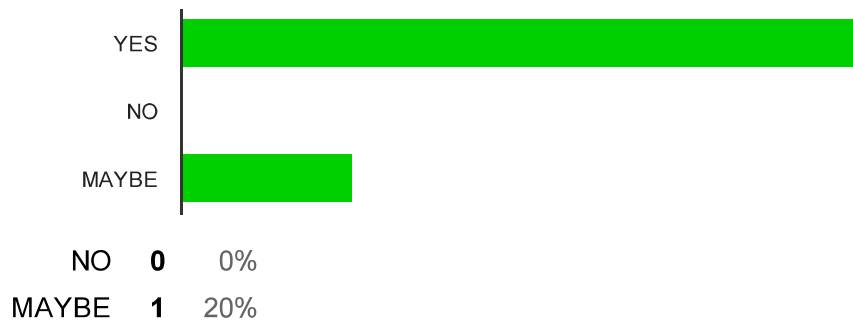
**Unnamed Row 1 [3.1 Do you agree that all activities which affect the satisfactory of internal and external customers should have performance indicators and targets?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

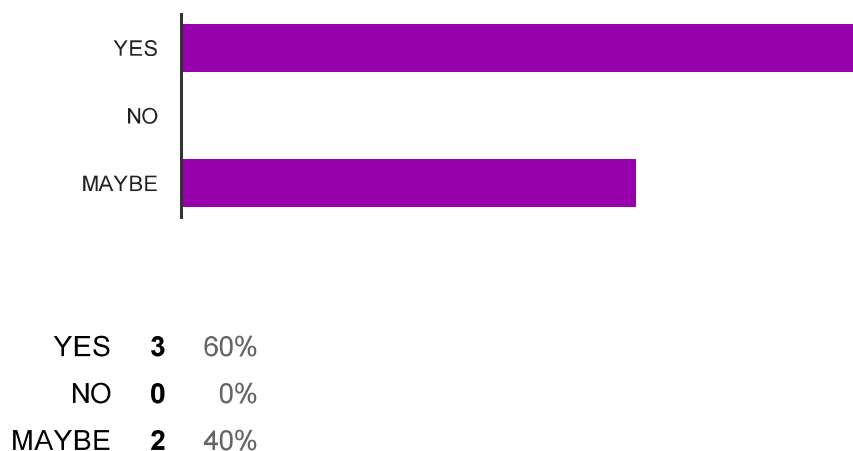
### Additional Comment (if any)

**Unnamed Row 1 [3.2 Do you ensure that the performance indicators which you set up are consistent with the Company's Quality Policy and reflect the actual performance under your role and responsibility?]**



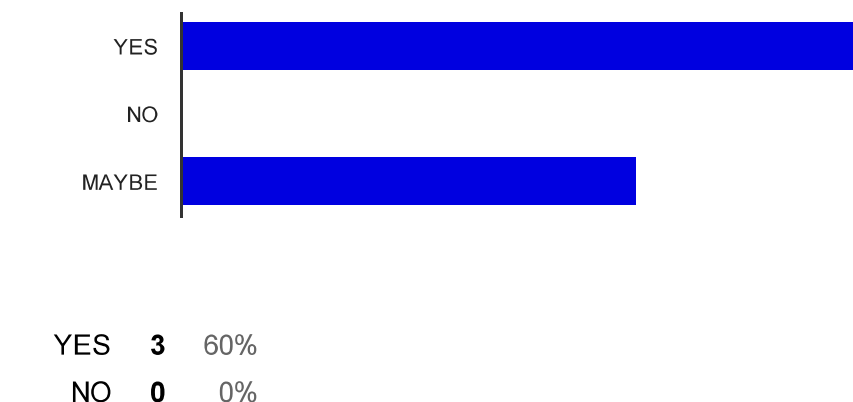
**Additional Comment (if any)**

**Unnamed Row 1 [3.3 Do you ensure that the performance indicators and targets in your groups/teams have been reviewed for adequacy by hierarchical line of command prior to implementation?]**



**Additional Comment (if any)**

**Unnamed Row 1 [3.4 Do you ensure that your members in your group/team can explain the performance indicators and targets which related to their works?]**



MAYBE 2 40%

### Additional Comment (if any)

**Unnamed Row 1 [3.5 Do you agree that the indicators and/or targets should be reviewed and/or revised annually?]**



YES 4 80%  
NO 0 0%  
MAYBE 1 20%

### Additional Comment (if any)

## 4. Job Description

**Unnamed Row 1 [4.1 Do you agree that the job description is an important tool which helps the staffs to know and realize their work scope, role and responsibilities?]**



YES 5 100%  
NO 0 0%  
MAYBE 0 0%

### Additional Comment (if any)



**Unnamed Row 1 [4.2 Do you agree that each groups/teams should provide job description for all work positions?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

**Unnamed Row 1 [4.3 Do you ensure that the job descriptions of staffs in your groups/teams define the details of responsibility and qualification completely?]**



YES	2	40%
NO	0	0%
MAYBE	3	60%

**Additional Comment (if any)**

The change according to customer inquiry or Kaizen need to update every time.

**Unnamed Row 1 [4.4 Do you agree that all groups/teams should revise the job description immediately when the roles and responsibilities of the staffs are change?]**



**Additional Comment (if any)**

## Questionnaire (Page 3)

### 5. Working Standard

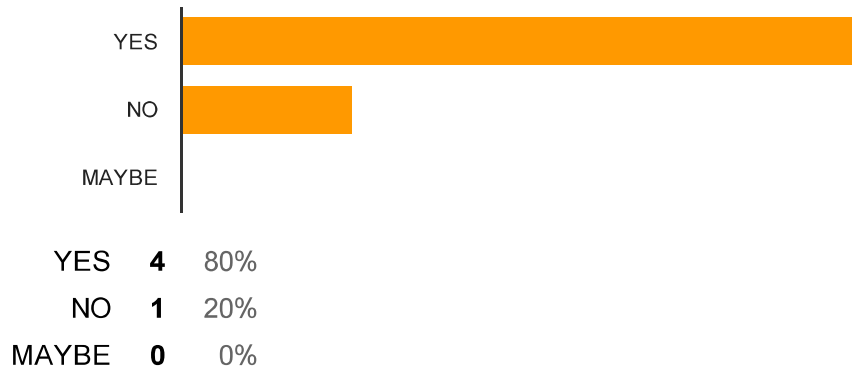
**Unnamed Row 1 [5.1 Do you agree that Standard Operating Procedure (SOP) is the main document of groups/teams which describes the overview or scopes of work, working processes, steps of work in each process to be performed by relevant staff. It also defines the related forms, records to be kept with retention time?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

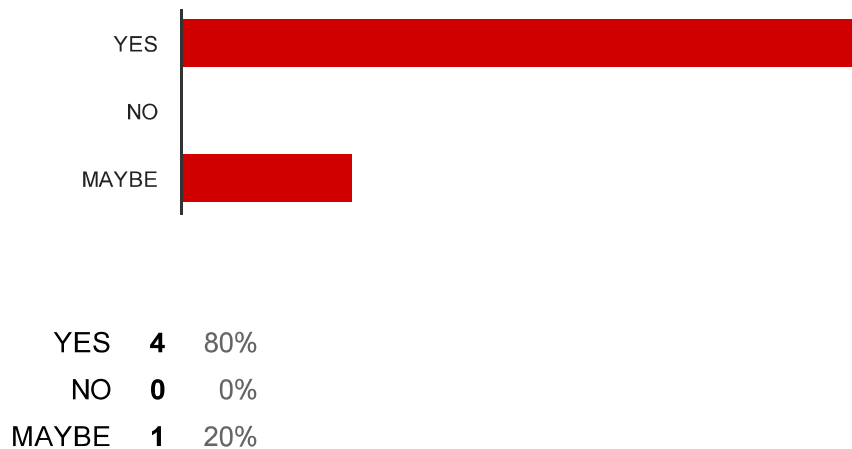
**Unnamed Row 1 [5.2 Do you agree that Work Instruction (WIN) is a sub-set document of the main document (Standard Operating Procedure-SOP) established as necessary where some working steps in the main document are difficult or complex and needs more detail or additional specification to help staffs work more accurately?]**



### Additional Comment (if any)

Work instruction need to have on every function to make sure that our people will work on the correct way. It is also easy for company if there is any new staff to work on this function.

### Unnamed Row 1 [5.7 Do you agree that team managers are the main responsible persons for establishment of Standard Operating Procedures (SOP) or Work Instructions (WIN) in their internal work activities?]



### Additional Comment (if any)

### Unnamed Row 1 [5.8 Do you agree that the person who prepares Standard Operating Procedures (SOP) should have knowledge on interaction of related activities, the relevant ISO requirements and writing skill?]



YES    **4**    80%

NO      **0**    0%

MAYBE   **1**    20%

### Additional Comment (if any)

Structure came from this person but need to have another relate function to add more information while writing skill may need the other one who expert on this task

**Unnamed Row 1 [5.10 Do you ensure that Standard Operating Procedures (SOP) and Work Instructions (WIN) of your groups/teams have been reviewed for adequacy by hierarchical line of command prior to implementation?]**



YES    **4**    80%

NO      **0**    0%

MAYBE   **1**    20%

### Additional Comment (if any)

**Unnamed Row 1 [5.11 Do you agree that team managers should review their own Standard Operating Procedures (SOP) and Work Instructions (WIN) when 1. the customers change the service conditions; 2. receive the results report of Quality Management Systems audit; 3. receive customer satisfaction survey report; 4. receive customer complaints; 5. reorganization in your groups/teams; 6. modification of working technology, etc.? ]**



YES    **5**    100%

NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

**Unnamed Row 1 [5.12 Do you agree that the main person who establishes Standard Operating Procedure (SOP) should allow relevant parties to participate in drafting or reviewing the related Standard Operating Procedures in order to assuring their understanding and acceptance the procedural requirements prior to implementation?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

## Questionnaire (Page 4)

### 6. Document Control

**Unnamed Row 1 [6.1 Do you agree that the working documents of your groups/teams such as Standard Operating Procedures (SOP), Work Instructions (WIN) and Forms being used for recording the work performance should be controlled and registered in Document Control Web Application?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

### Additional Comment (if any)

But only some document with get approve from management.

**Unnamed Row 1 [6.2 Do you agree that the external generated documents used by your groups/teams such as customer's specification on cargo storage, the customer's regulation on working rules in customer's area, applicable statutory requirements of groups/teams, reach stacker/lorry/fork-lift maintenance manual, etc. should be controlled and registered in Document Control Web Application?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

### Additional Comment (if any)

Only some document that we can share which need to get approval from management first

**Unnamed Row 1 [6.3 Do you agree that Standard Operating Procedures (SOP) and/or Work Instructions (WIN) should be distributed to the point of work as working guideline for operators/workers to the areas where there is the complex/complicated job, to the inspection point where there is a risk of mistake/nonconformity, or to the area where there is no Document Control Web Application access point?]**



**Additional Comment (if any)**

**Unnamed Row 1 [6.4 Do you agree that document distribution records shall be established when the working documents are distributed to the point of use because the records can be utilized for retrieval of obsolete document and distribution of revised/new document ?]**



YES	<b>5</b>	100%
NO	<b>0</b>	0%
MAYBE	<b>0</b>	0%

**Additional Comment (if any)**

## 7. Training

**Unnamed Row 1 [7.5 Do you agree that ISO 9001 requirements is one of the learning topics for every manangers?]**



YES	<b>5</b>	100%
-----	----------	------

NO	0	0%
MAYBE	0	0%

### Additional Comment (if any)

**Unnamed Row 1 [7.6 Do you agree that the study of ISO 9001 requirements should be presented by the expertises rather than self-study?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

### Additional Comment (if any)

## 8. Corrective and Preventive Action

**Unnamed Row 1 [8.1 Do you agree that your team shall issue corrective action request report and take necessary actions if the error/nonconformity is detected during the operation even though it has not affected other teams in other groups or the customers?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%



**Additional Comment (if any)**

**Unnamed Row 1 [8.2 Do you agree that your team shall request other teams in other groups in our company or suppliers to take corrective action if they delivered incomplete or incorrect information or services to your team?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

**Additional Comment (if any)**

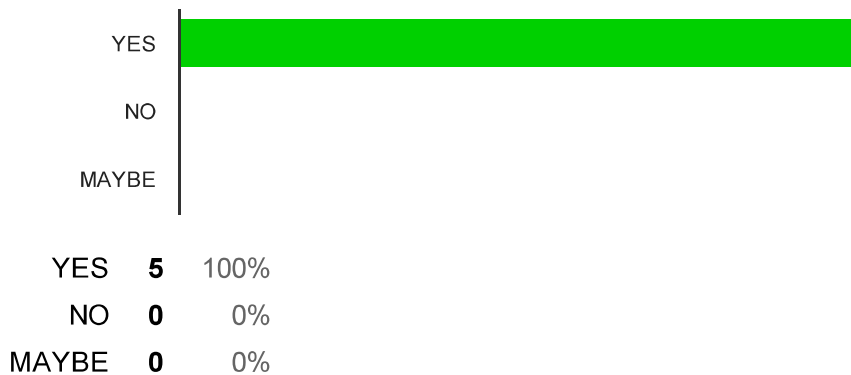
**Unnamed Row 1 [8.3 Do you agree that other teams in other groups in our company can request your team to take corrective action if your team delivers incomplete or incorrect information or services to them? ]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

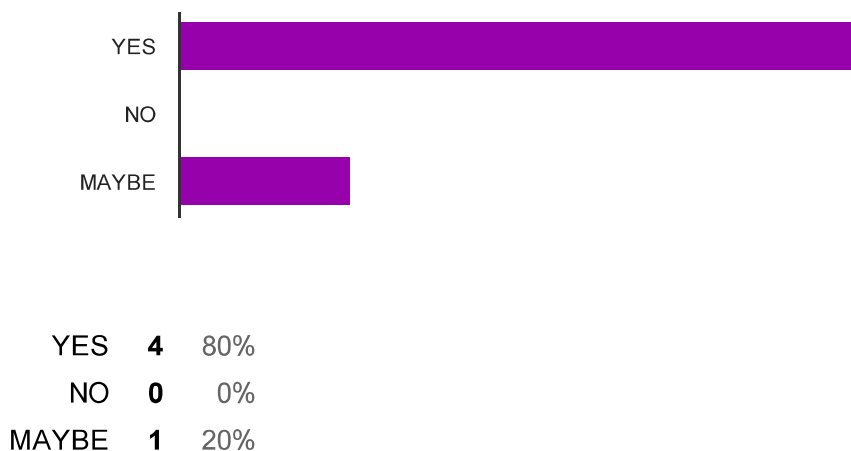
**Additional Comment (if any)**

**Unnamed Row 1 [8.4 Do you agree that you will invite other teams who related with the corrective action issues in order to review of corrective actions or countermeasures?]**



### Additional Comment (if any)

**Unnamed Row 1 [8.5 Do you agree that top management should participates in the reviewing of proposed corrective actions or countermeasures prior to implementation?]**



### Additional Comment (if any)

on serious case

## Questionnaire (Page 5)

## 9. Customer Satisfaction Survey

**Unnamed Row 1 [9.1 Do you agree that the customer satisfaction survey is intended to observe the perception of key customers only?]**



YES	1	20%
NO	4	80%
MAYBE	0	0%

### Additional Comment (if any)

As much as possible

**Unnamed Row 1 [9.2 Do you agree that the main topics in customer satisfaction survey consist of sales and marketing, quality of services, service from company officers, debit note and accounting system? ]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

### Additional Comment (if any)

**Unnamed Row 1 [9.3 Do you agree that the customer satisfaction survey should be responded by the the customers within 30 working days?]**



YES	3	60%
-----	---	-----

NO 0 0%  
MAYBE 2 40%

### Additional Comment (if any)

**Unnamed Row 1 [9.4 Do you agree that the database of customer contact list (Customer Master Data) should be prepared and kept in web application?]**



YES 5 100%  
NO 0 0%  
MAYBE 0 0%

### Additional Comment (if any)

## 10. Customer Complaint

**Unnamed Row 1 [10.1 Do you ensure that the customer complaints have been reported by your team members rather than notified directly by the customers?]**



YES 4 80%  
NO 0 0%  
MAYBE 1 20%

**Additional Comment (if any)**

**Unnamed Row 1 [10.2 Do you agree that top management should be involved and participated in helping the members of groups/teams to review any problems/issues which have been notified by customers?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

**Additional Comment (if any)**

on some serious case or issue

**Unnamed Row 1 [10.3 Do you agree that you will invite the relevant teams to review the problem/issues which have been notified by customers?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

**Additional Comment (if any)**

## 11. Quality Management Systems Audit

**Unnamed Row 1 [11.2 Do you agree that the person who is an internal auditor for Quality Management System should have knowledge and/or experience in the activities being audited?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

**Additional Comment (if any)**

**Unnamed Row 1 [11.3 Do you agree that the expertise/experienced members in particular fields should be nominated to be internal auditors and conduct the audit with QSG once a year in order to share their recommendation and opinion in technical issue and instructions to the audited groups/teams?]**



YES	4	80%
NO	0	0%
MAYBE	1	20%

**Additional Comment (if any)**

## **12. Management Review**

**Unnamed Row 1 [12.1 Do you agree that the Quality Policy should be established for annual business management direction on yearly basis?]**



YES	4	80%
NO	1	20%
MAYBE	0	0%

#### Additional Comment (if any)

**Unnamed Row 1 [12.2 Do you agree that top management of your groups/teams shall set the MBO by considering the issues in Quality Management Systems under your responsibility that need to be improved, e.g. customer complaint and response to corrective actions, etc. as for annual performance evaluation ?]**



YES	5	100%
NO	0	0%
MAYBE	0	0%

#### Additional Comment (if any)

but not all complaint point

**Unnamed Row 1 [12.3 Do you agree that groups/teams who responsible for the similar type of works will have different Standard Operating Procedures, Work Instructions and forms?]**



### Additional Comment (if any)

Some process and document should be the same while some process and document will be different

**Unnamed Row 1 [12.4 Do you agree that QSG issues the yearly report on strenghts and weaknesses of Quality Management System with suggestions for improvement and submits to top management for review the performance and decide to improve Quality Management System via emails instead of holding the formal management review meeting?]**



YES	<b>3</b>	60%
NO	<b>0</b>	0%
MAYBE	<b>2</b>	40%

### Additional Comment (if any)

Maybe both ways.

### Number of daily responses

