

SMMT CAMPUS 2007 Questionnaire Results

The response of 7% of attendees was disappointing. However, as the companies varied in size they may, in fact, be fairly representative and certainly some of their comments need to be taken seriously.

Disciplines ranged from manufacturing, through testing and certification to electronics and education. The number of employees varied from two to 20,000 with the bulk of the companies having an average of 170 employees.

75% of the companies were ISO 9001:2000 certified, with only one who had ISO TS 16949. Other certificates mentioned were ISO 14001 and 17025, OHSAS 18001, EN45011, EN45012, FSC, Carbon neutral, PEFC, IIP and various telecoms.

The vast majority of respondents said they had heard about the SMMT Campus through reading *The Manufacturer* magazine.

We asked which Seminars they had attended...

DAY ONE	
Lean Manufacturing	5
Improvement Through Employee Involvement	5
Agile Manufacturing	2
Customer Satisfaction	2

DAY TWO	
Policy Deployment	2
Agile Manufacturing	5
Lean Manufacturing	5
Improvement Through Employee Involvement	6

and we asked what they thought about them from two viewpoints: the quality of the presentation and its learning value to them. Ranking between 1 and 5 with 1 for Excellent and 5 for Poor, we received no Poor marks at all but plenty of Very Good and Excellent marks.

We asked what they thought worked especially well. Comments centred around the calibre of the companies, the quality of the speakers and the topicality and relevance of the subject matter.

When we asked what they felt could have been improved, apart from a couple of gripes about layout and one of elitism, the main contention, as Louise Dunk explained at the last Quality Panel meeting, was that the timings had been confusing. It was acknowledged at the last meeting that this had been a major source of frustration with people missing seminars and that this had been caused by the conference organisers failing to check with us before emailing information.

We asked people if they liked the location. Most did but one person coming to Coventry from the M40 thought the road signs were "a nightmare". Perhaps the Highways Agency responsible for the signage at Junction 15 would care to take note.

The majority of respondents agreed that the Campus met their expectations and most would recommend it to colleagues, especially those in the automotive industry. One person suggested a Q&A session would have been useful. Almost all intended to visit the Campus this year.

Asked which topics they would like to see at the 2008 campus, the suggestions were:

- Management of global supply chain
- Hoshin Kanri
- Supply Chain Logistics
- Broad overview of some of the group/industry wide investigations
- General research topics/industry forums would be good
- Process control
- More general quality issues
- Visual control systems for operator control
- Build the quality into process with process control
- Impact of 'new product technologies' to meet environmental changes
- Market trends in response to climate change.

Overall, the 2007 Campus was regarded as a success but some of the comments mean there is still room for improvement especially with regard to seating, a general feeling of being made welcome and the accuracy of published location and timings.

For specific comments, please see attached.

Suzy Kelham
27 February 2008

SMMT CAMPUS 2007 Questionnaire Results