

**ATTACHMENT 2**  
**Section I Questionnaire Data**

<b>Re spo nd ent s</b>	<b>Ove rpr odu ctio n</b>	<b>D e l a y</b>	<b>Unnee de d Tran spor t or Moveme nt</b>	<b>Over- qualit y, Duplic ation</b>	<b>Excessive Variation, Lack of Standardiza tion</b>	<b>Failure Demand, Lack of Customer's Focus</b>	<b>Under utilize d Resou rces</b>	<b>Manage r's Resistan ce to Change</b>	<b>T o t a l</b>
1	3	3	3	3	4	5	2	1	24
2	3	3	5	3	5	5	2	2	28
3	2	3	5	2	4	4	2	2	24
4	3	2	4	3	4	4	3	2	25
5	3	3	3	3	4	5	2	2	25
6	3	4	4	3	5	4	2	1	26
7	3	3	5	3	5	5	3	2	29
8	2	3	3	2	3	4	1	2	20
9	3	3	4	3	4	5	2	1	25
10	2	3	5	2	4	4	1	2	23
11	1	2	4	2	4	3	2	3	21
12	2	3	3	2	4	3	2	2	21
13	4	4	5	4	5	4	3	3	32

<b>Re spo nd ent s</b>	<b>Ove rpr odu ctio n</b>	<b>D e l a y</b>	<b>Unnee de d Tran spor t or Moveme nt</b>	<b>Over- qualit y, Dupli cation</b>	<b>Excessive Variation, Lack of Standardiza tion</b>	<b>Failure Demand, Lack of Customer's Focus</b>	<b>Under utilize d Resou rces</b>	<b>Manage r's Resistan ce to Change</b>	<b>T o t a l</b>
14	1	2	3	1	3	3	1	1	15
15	2	2	4	2	3	3	1	2	19
16	2	3	5	3	5	4	2	3	27
17	3	3	4	4	4	5	2	2	27
18	3	3	5	3	5	5	2	3	29
19	3	4	4	3	5	4	3	2	28
20	2	2	5	3	4	4	2	1	23
21	4	3	4	3	4	5	2	3	28
22	2	1	4	2	3	3	1	1	17
23	2	2	4	1	3	3	2	1	18
24	3	3	4	3	5	4	3	3	28
25	4	4	5	4	5	4	3	3	32
26	3	2	3	2	4	5	1	2	22
27	3	1	4	1	3	3	2	2	19
28	3	3	3	3	5	4	2	2	25
29	4	4	5	4	5	4	2	3	31

<b>Re spo nd ent s</b>	<b>Ove rpr odu ctio n</b>	<b>D e l a y</b>	<b>Unnee d Transpor t or Moveme nt</b>	<b>Over- qualit y, Duplic ation</b>	<b>Excessive Variation, Lack of Standardiza tion</b>	<b>Failure Demand, Lack of Customer's Focus</b>	<b>Under utilize d Resou rces</b>	<b>Manage r's Resistan ce to Change</b>	<b>T o t a l</b>
30	2	3	4	2	4	5	1	1	22