



**BETTER WORK**

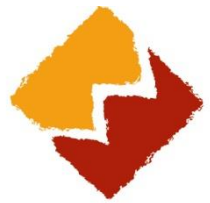
# Better Work Jordan - Factory Survey 2015



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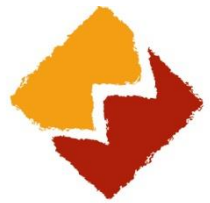


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# Better Work Jordan - Factory Survey

*The purpose of the survey is to gather feedback from factories participating in Better Work Jordan (BWJ).*

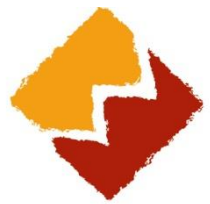
*And to help the program to ensure it meets the factories needs and to continually improve our services. All survey responses are anonymous.*



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# Better Work Jordan - Factory Survey

- *Its online Survey.*
- *Start from 12 November to 13 December 2015*
- *We get the feedback from 17 participants from the factory.*

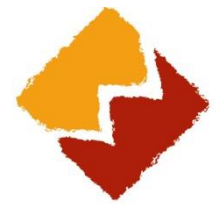


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# Better Work Jordan - Factory Survey

*This Survey contains 5<sup>th</sup> Paragraphs:*

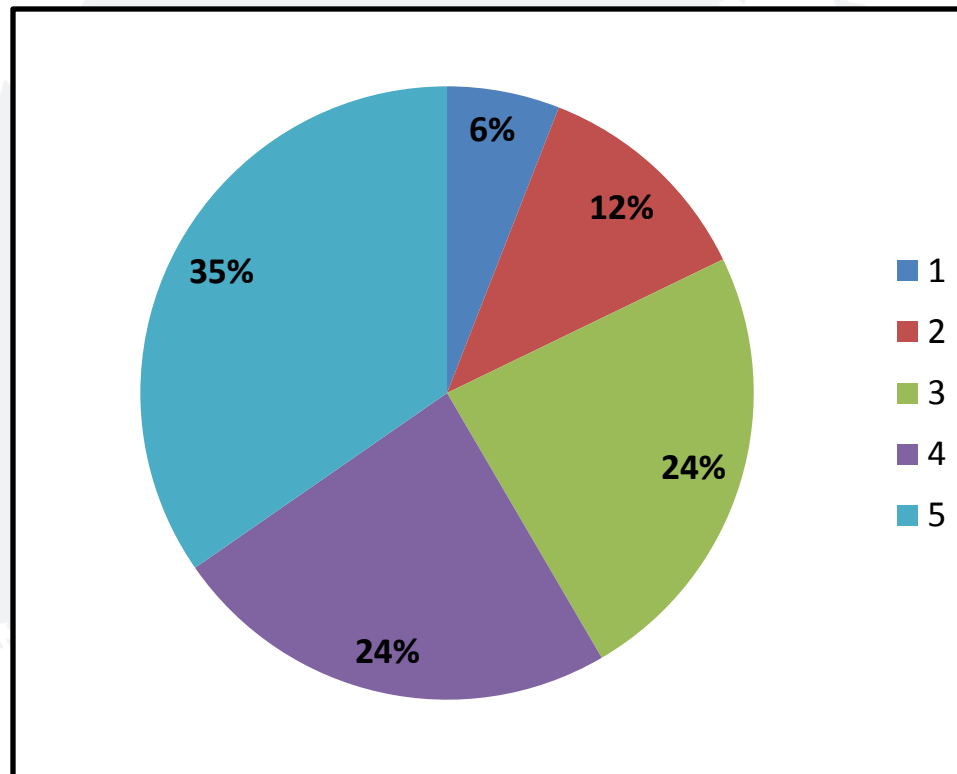
- Registration.*
- Assessment*
- Advisory.*
- Training/ Seminars*
- Overall Impacts.*

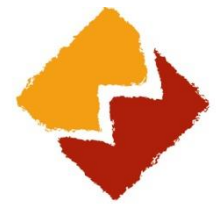


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## A. Registration:

Q1: On a scale of 1-5, how would you rate the registration process into Better Work when signing up for a new service cycle? **Scale 1: Difficult, Scale 5: Easy**

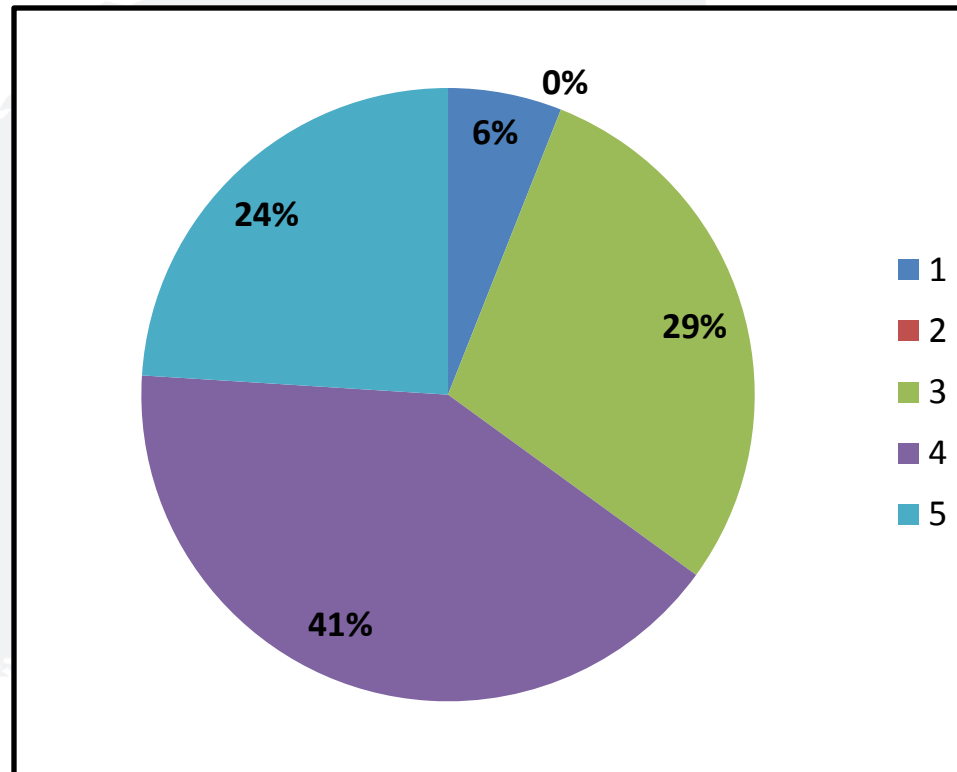




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## B. Assessment:

Q3: On a scale of 1-5, how would you rate the quality of the Better Work assessment? **Scale 1: Low, Scale 5: High**

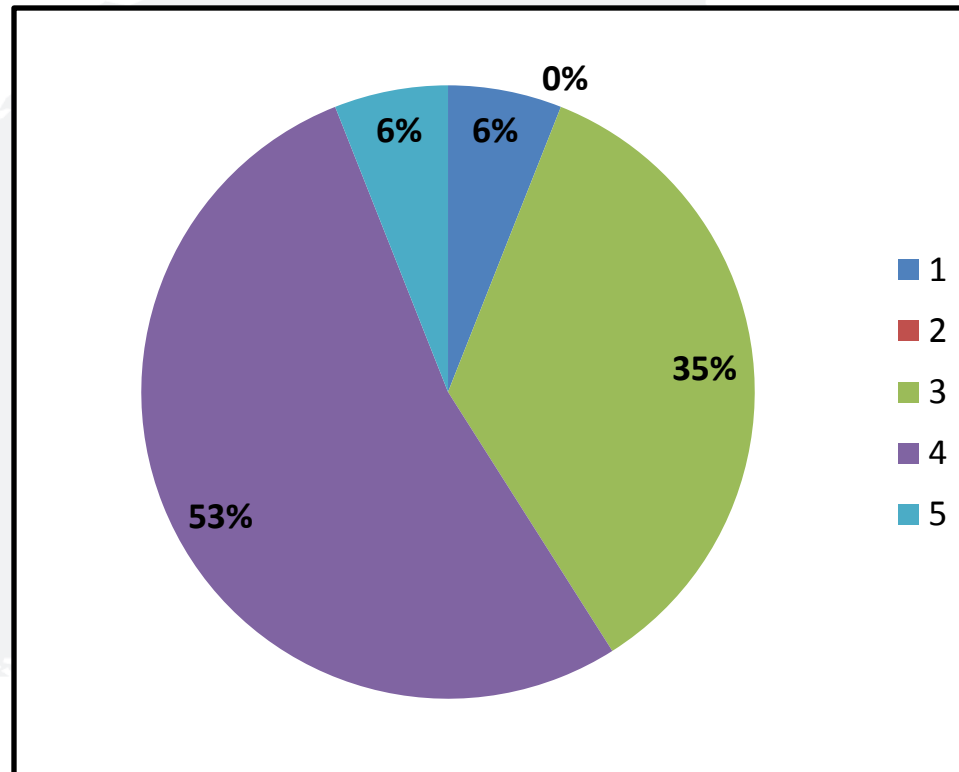


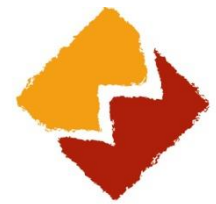


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Q4: On a scale of 1-5, how well do you think the assessment findings reflect the situation of your factory?

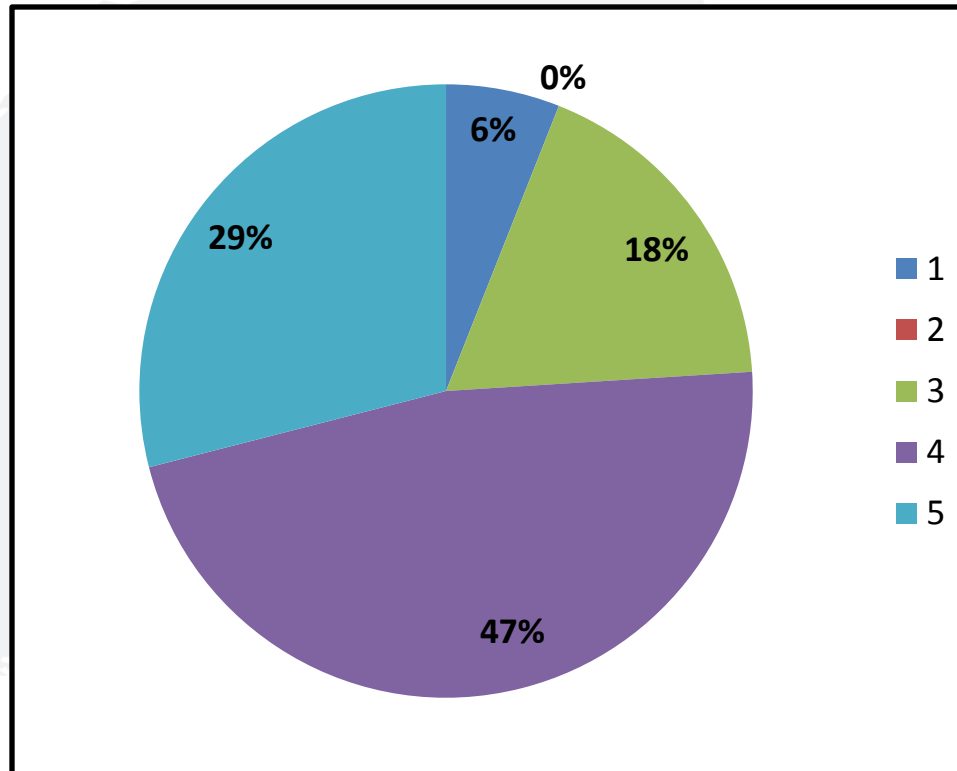
Scale 1: Not reflective, Scale 5: Very reflective



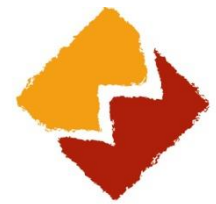


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Q6: On a scale of 1-5, how satisfied are you with the information provided by the Enterprise Advisor during the assessment and closing meeting? **Scale 1: Not satisfied, Scale 5: Very satisfied**

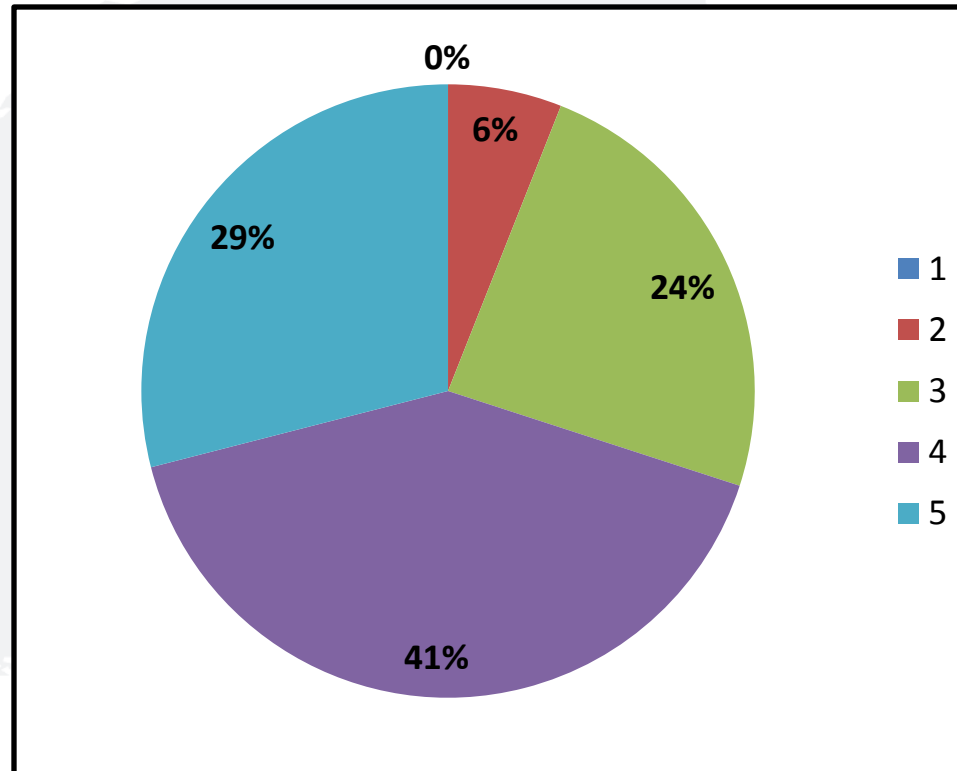


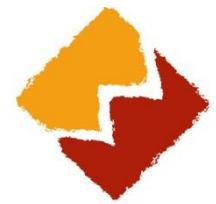




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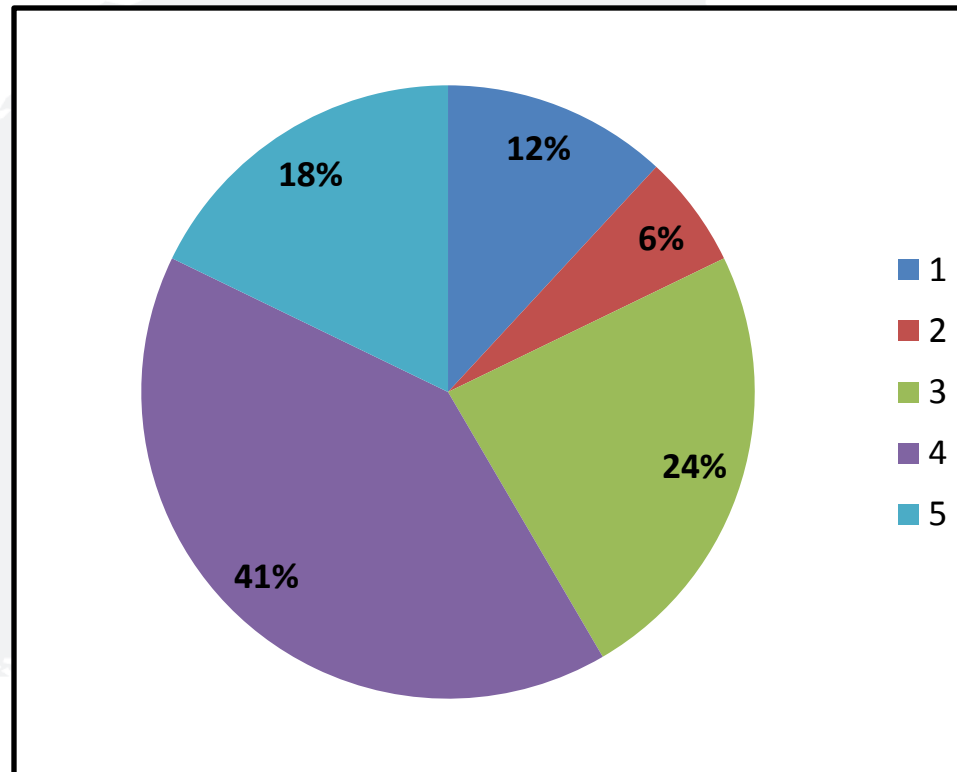
Q7: On a scale of 1-5, how satisfied are you with the level of professionalism of the assessor? **Not satisfied, Scale 5:**  
**Very satisfied**

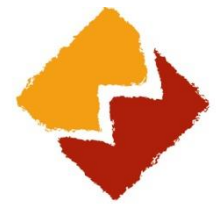




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Q9: On a scale of 1-5, did you find it easy to explain or clarify the situation in your factory with the assessor? **Scale 1: Easy, Scale 5: Hard**

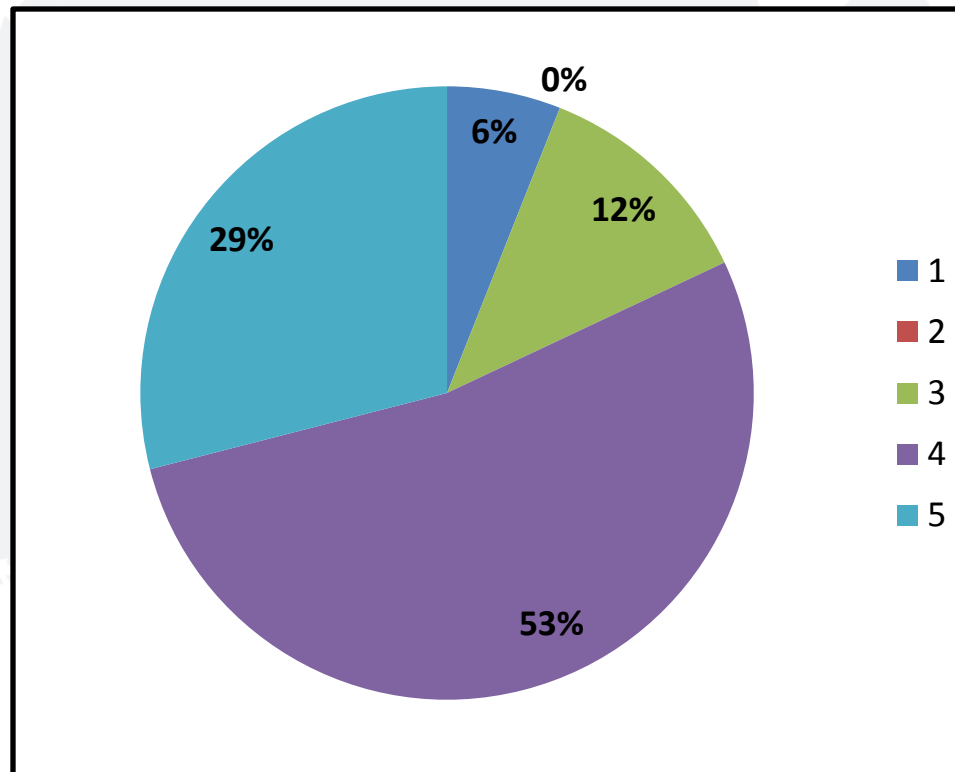


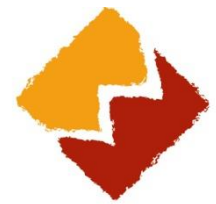


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## C. Advisory:

Q13: On a scale of 1-5, how satisfied have you been with the approach of the Better Work advisor in facilitating meetings of the worker-management committee? **Scale 1: Not satisfied, Scale 5: Very satisfied**

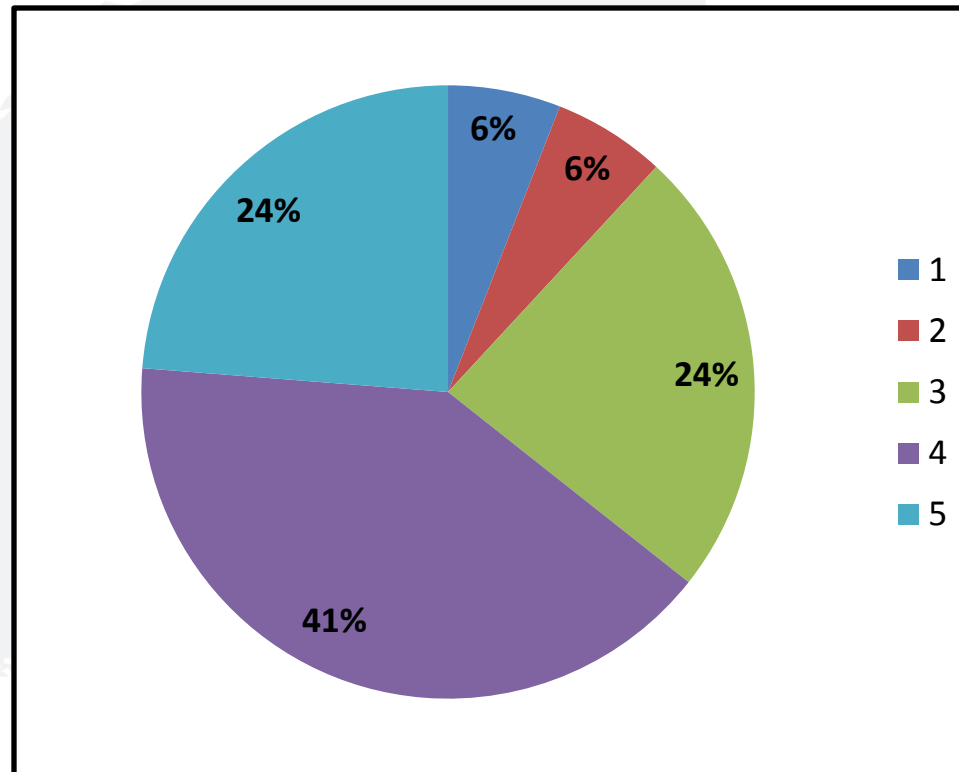


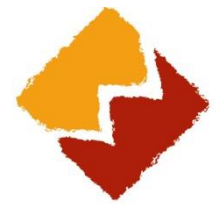


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Q14: On a scale of 1-5, how satisfied are you with the Performance Improvement Consultant Committee (PICC) formation process?

Scale 1: Not satisfied, Scale 5: Very satisfied

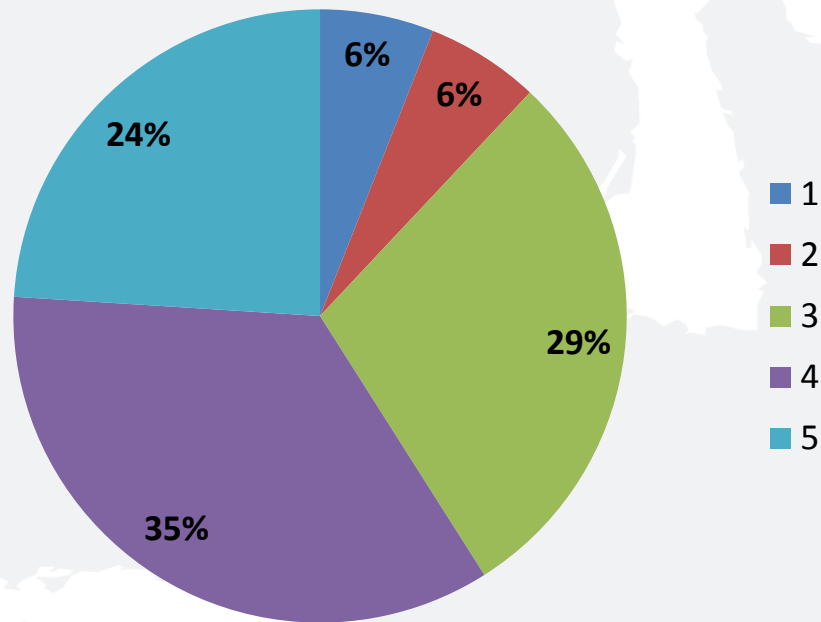




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Q15: On a scale of 1-5, how well do you think the Performance Improvement Consultant Committee (PICC) is able to help the factory make improvements?

Scale 1: Not capable, Scale 5: Very capable

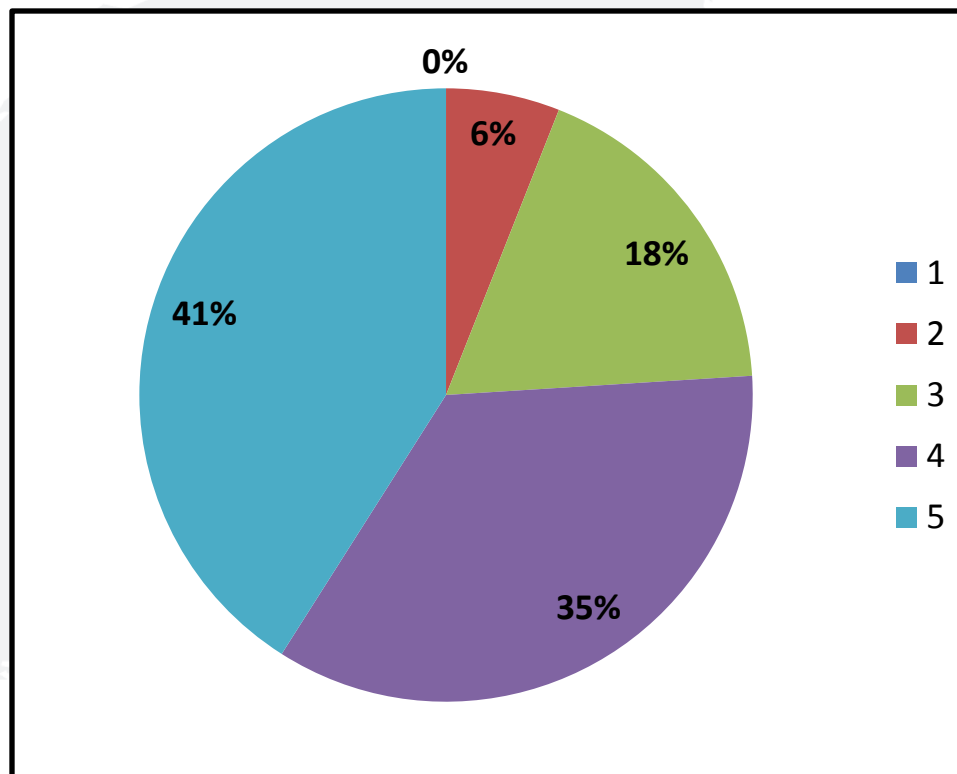




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Q16: On a scale of 1-5, how would you rate the knowledge, experience, and performance of the Enterprise Advisor working as an advisor in your factory?

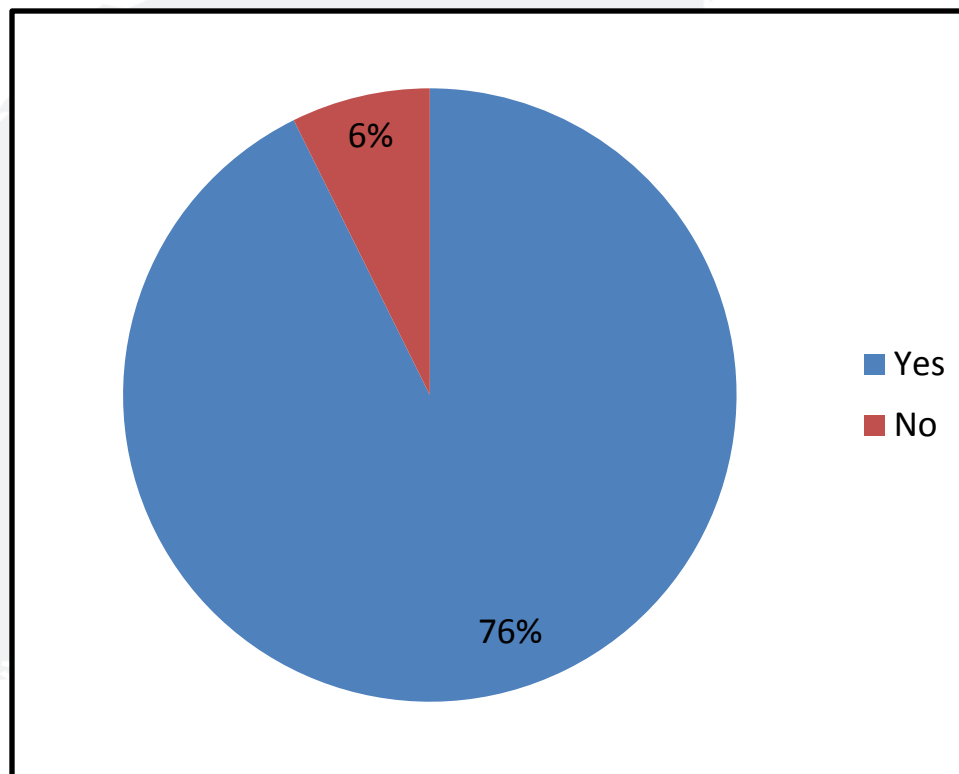
Scale 1: Low, Scale 5: High





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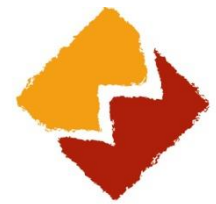
Q17: Is the Performance Improvement Consultant Committee (PICC) supported and does it have sufficient time to do its work?



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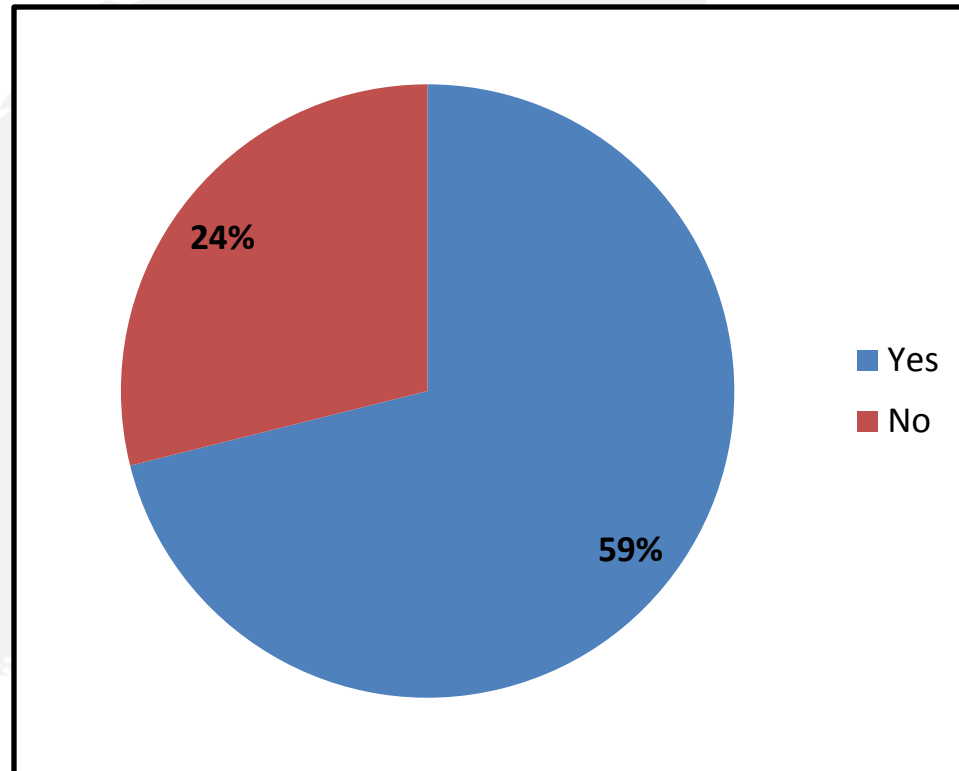


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Q21: Has the self-diagnostic process enabled your factory to effectively realise improvements before the assessment?

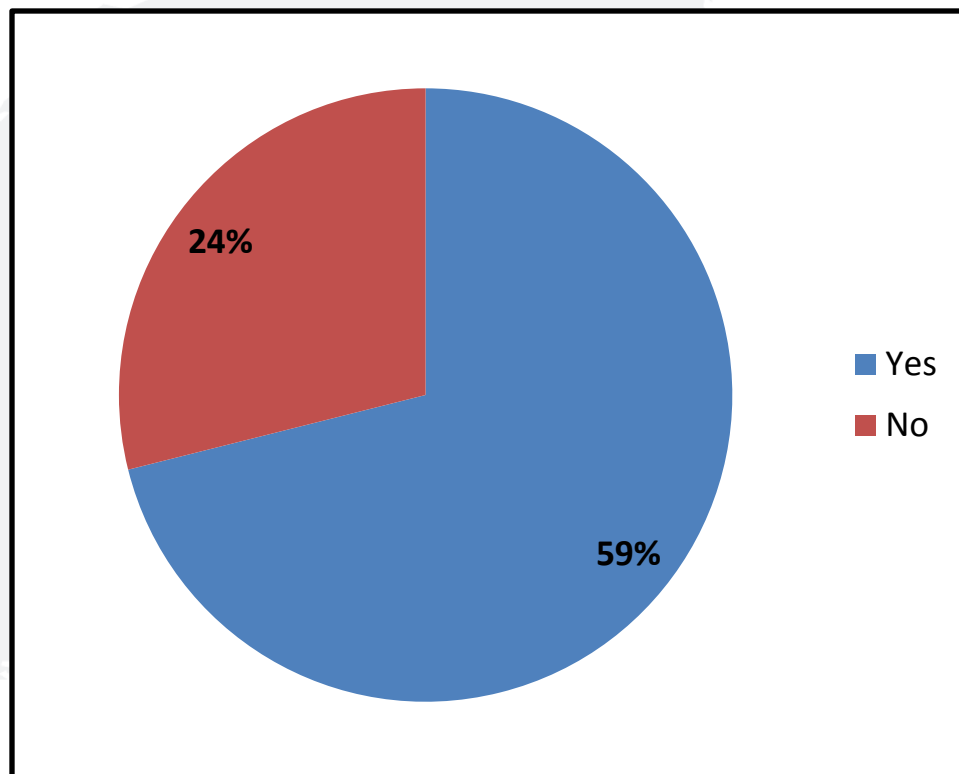


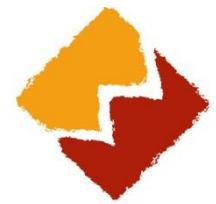




BETTER WORK

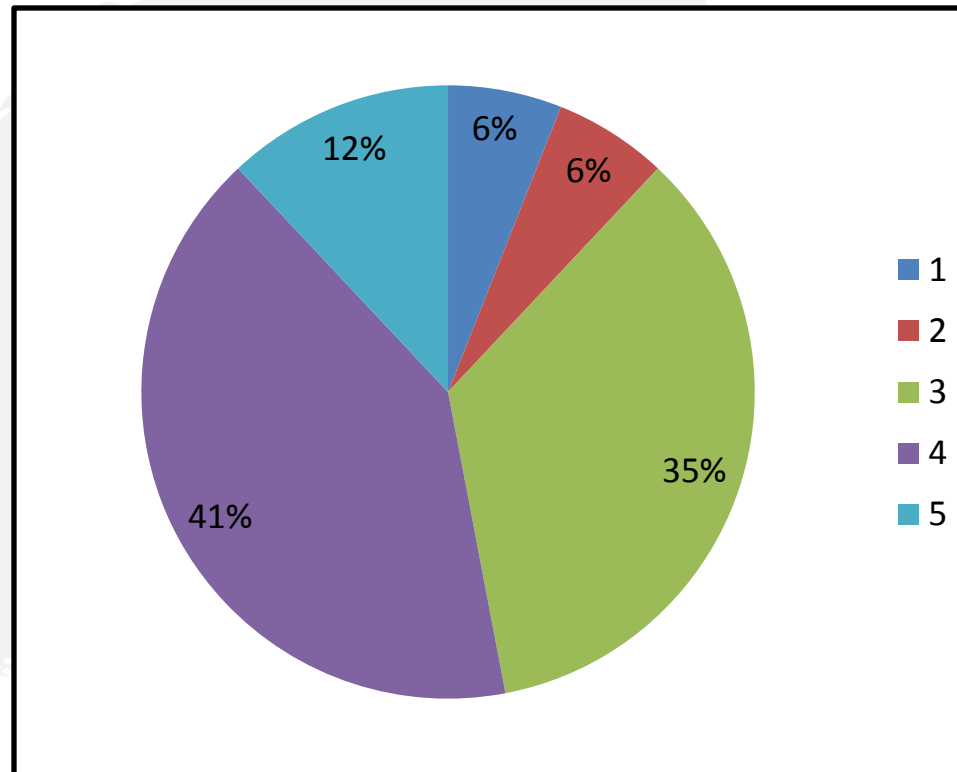
Q21: Has the self-diagnostic process enabled your factory to effectively realise improvements before the assessment?





BETTER WORK

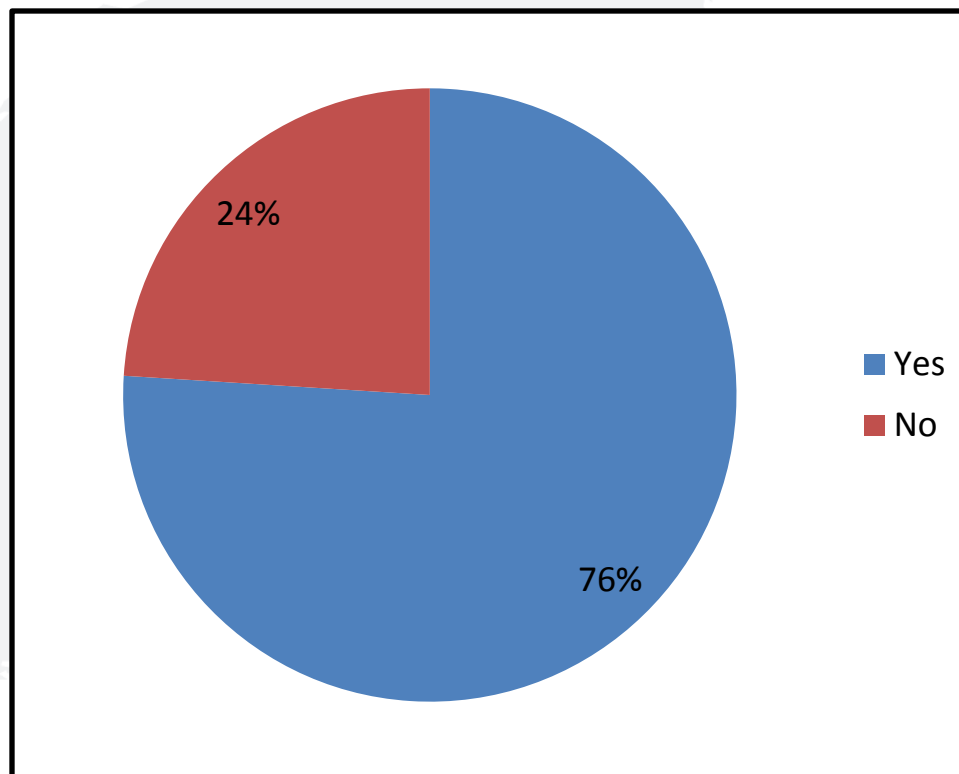
Q22: On a scale of 1-5, to what extent do you find that the self-diagnostic process has enabled your factory to identify key learning needs in your factory? **Scale 1: not effective, Scale 5: highly effective**

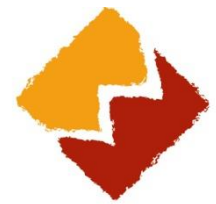




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Q23: Have the Better Work systems for factory self-reporting been helpful in communicating improvements that were realised before the assessment to buyers?

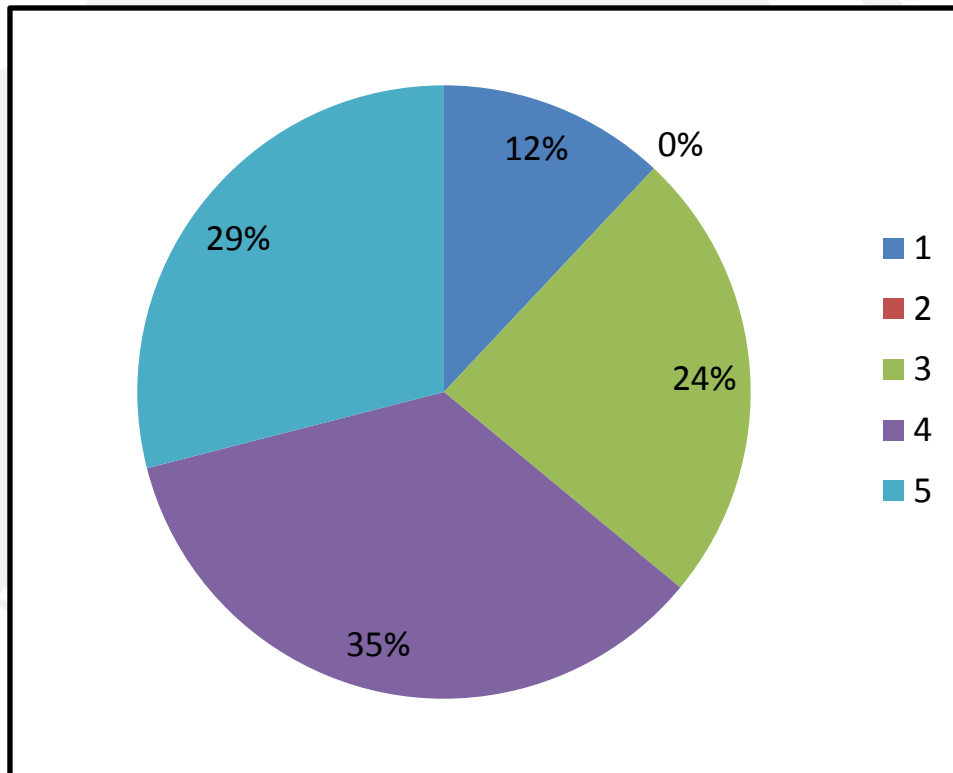


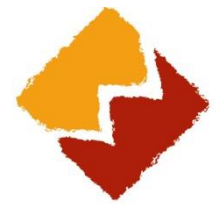


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Q24: On a scale of 1-5, to what extent do you find that Better Work services have supported your factory in strengthening its Human Recourses (HR) systems? (Scale 1: not effective, Scale 5: highly effective)

- Advisory factory visits:

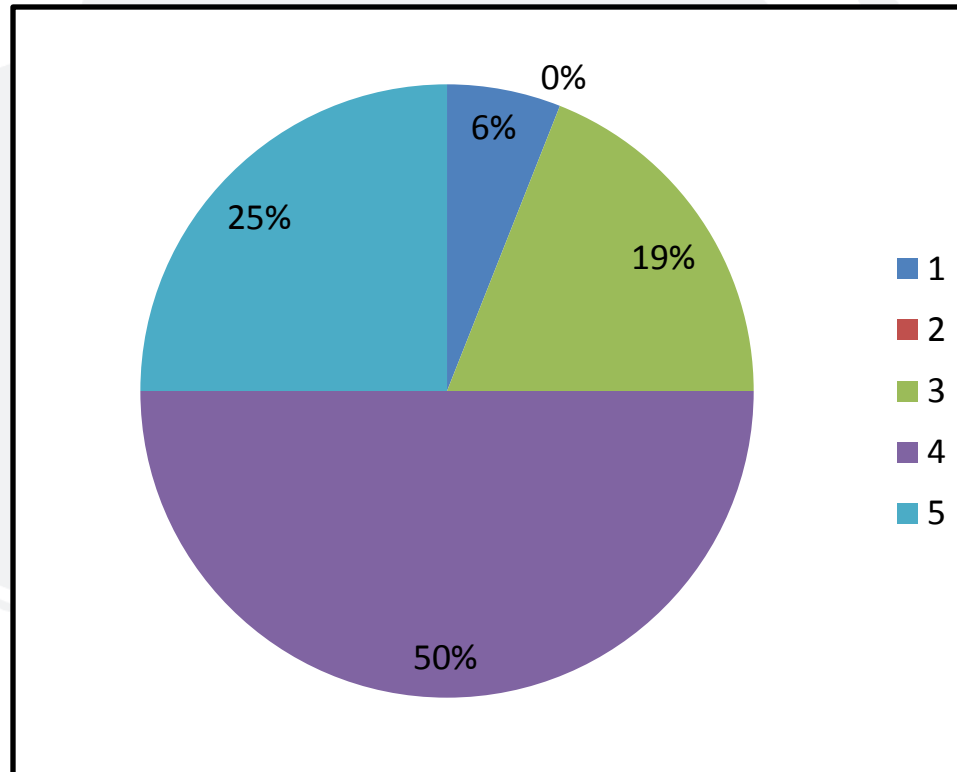


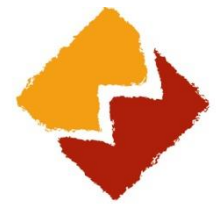


BETTER WORK

Q24: On a scale of 1-5, to what extent do you find that Better Work services have supported your factory in strengthening its Human Resources (HR) systems? (Scale 1: not effective, Scale 5: highly effective)

- Industry Seminars:

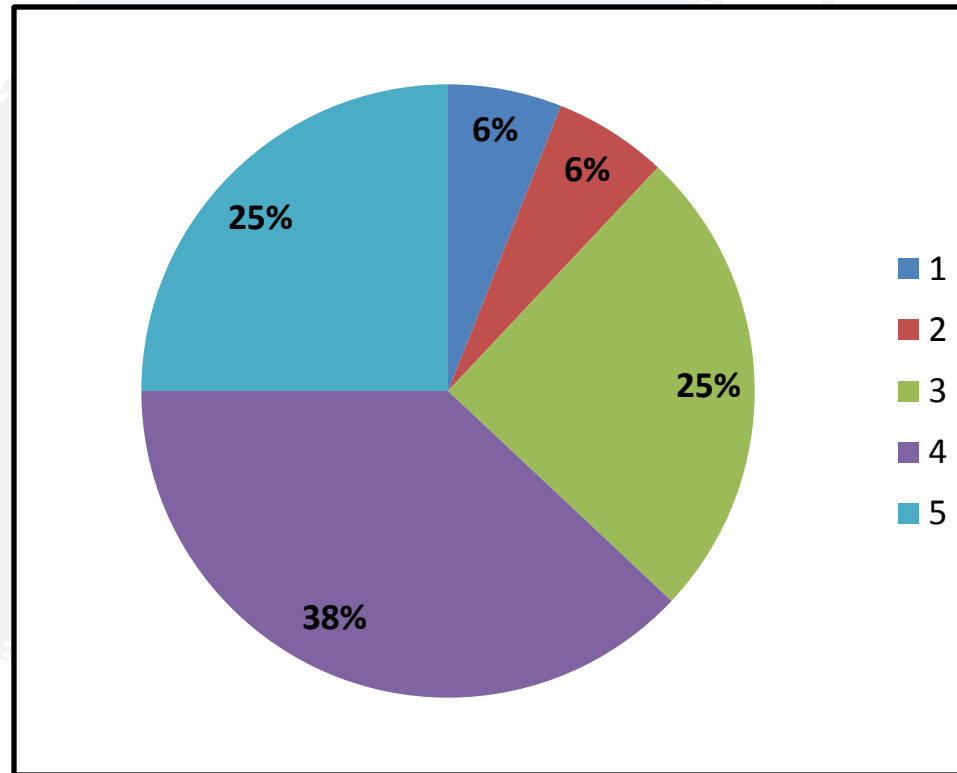




BETTER WORK

Q24: On a scale of 1-5, to what extent do you find that Better Work services have supported your factory in strengthening its Human Recourses (HR) systems? (Scale 1: not effective, Scale 5: highly effective)

- Training :

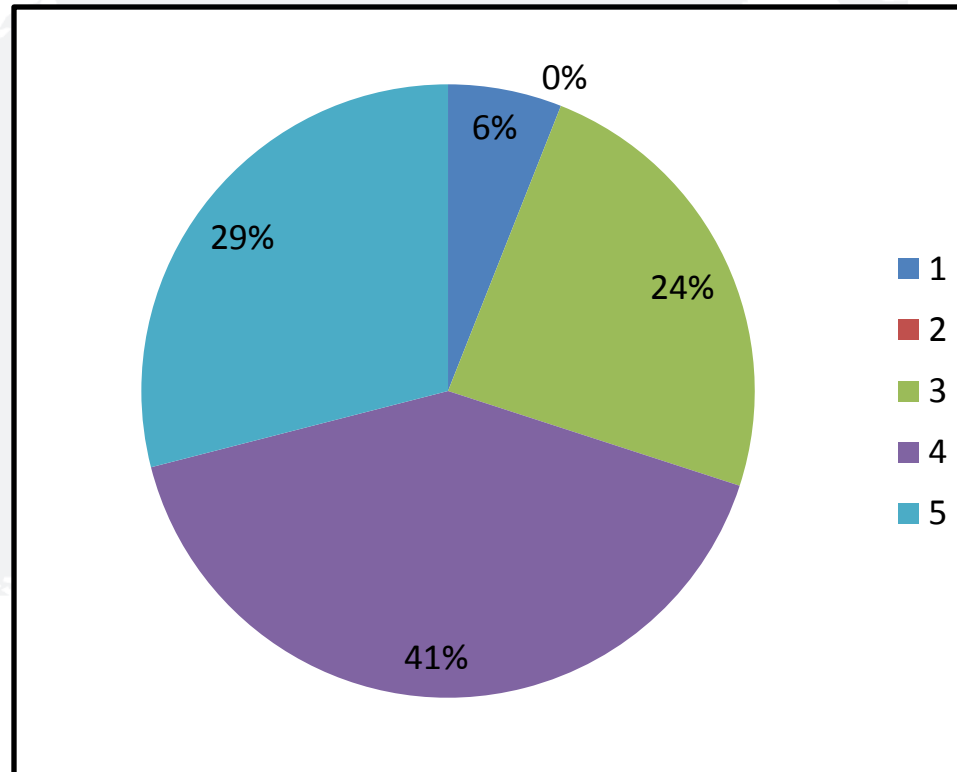


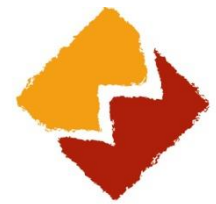


BETTER WORK

Q25: On a scale of 1-5, to what extent do you find that Better Work services have supported your factory in strengthening its Occupational Safety and Health (OSH) systems? (Scale 1: not effective, Scale 5: highly effective)

- Advisory factory visits:

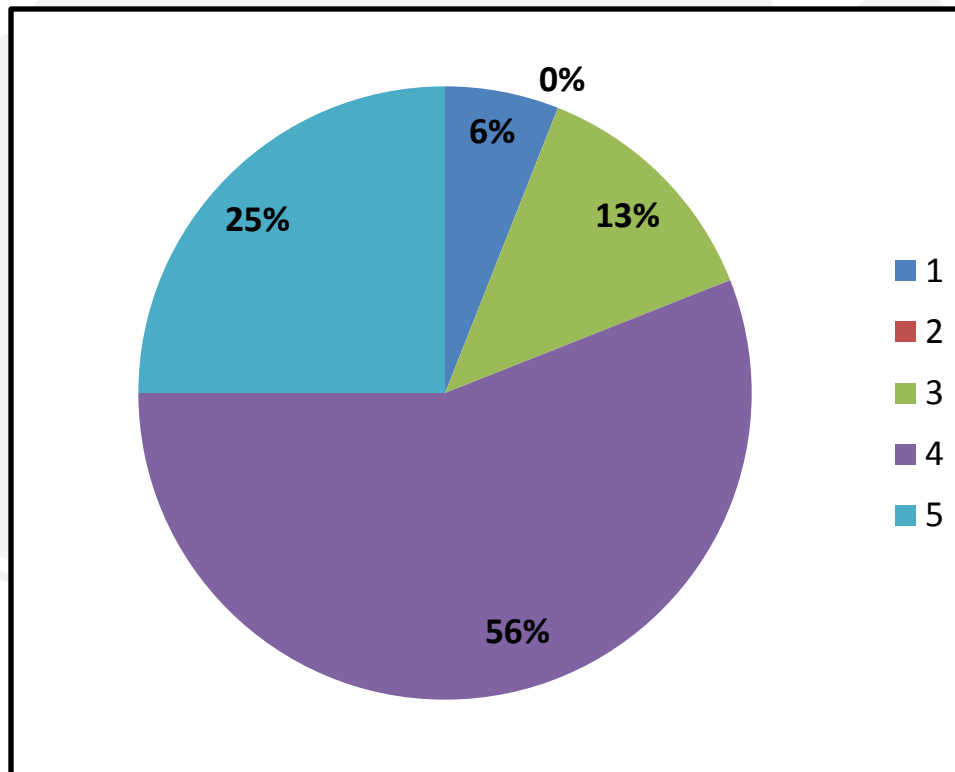




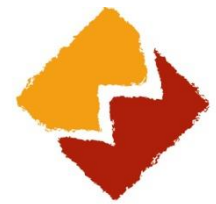
BETTER WORK

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- Industry Seminars:



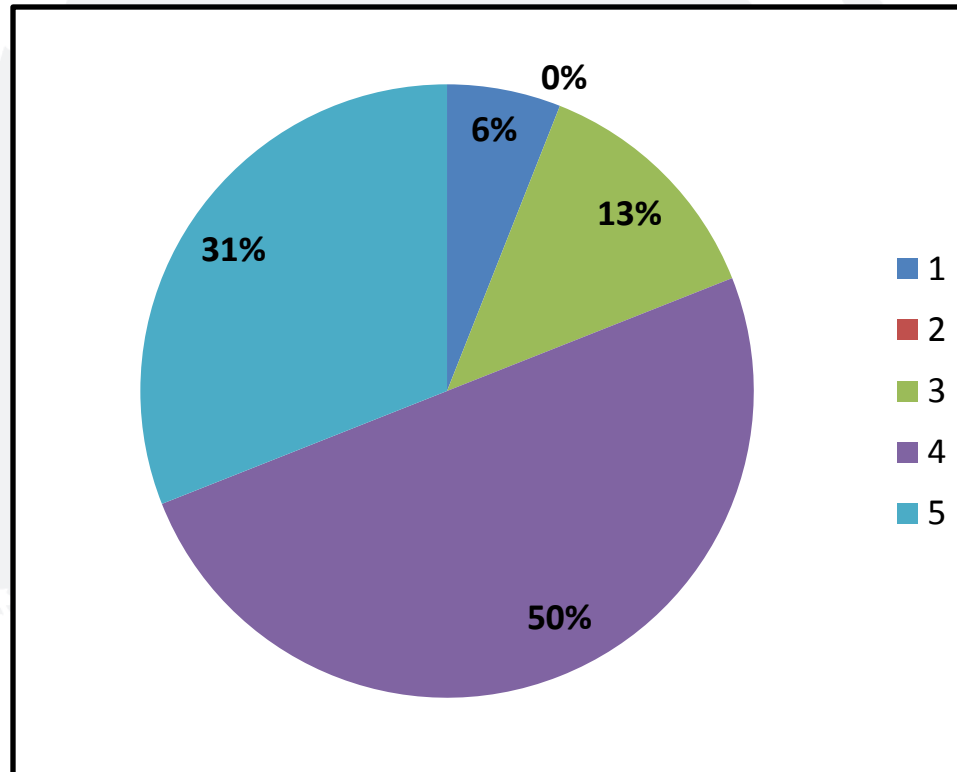




BETTER WORK

Q25: On a scale of 1-5, to what extent do you find that Better Work services have supported your factory in strengthening its Occupational Safety and Health (OSH) systems? (Scale 1: not effective, Scale 5: highly effective)

- Training :

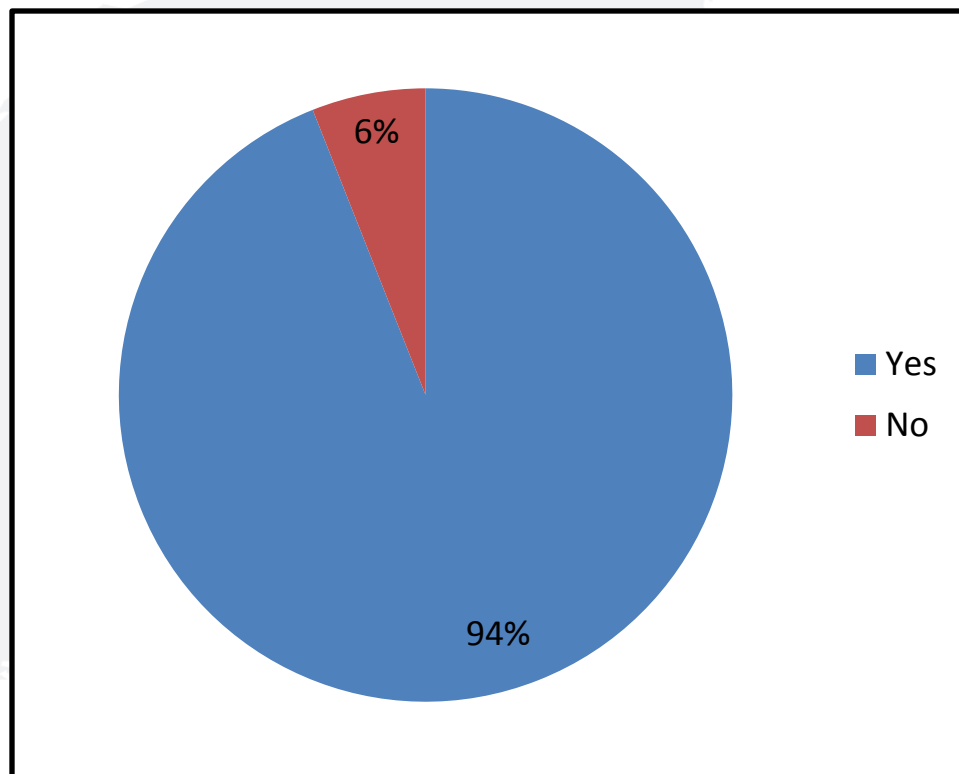


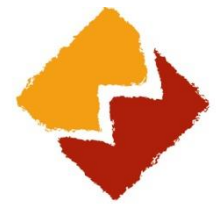


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## D. Training/Seminars

Q26: Have you participated in any Better Work trainings?

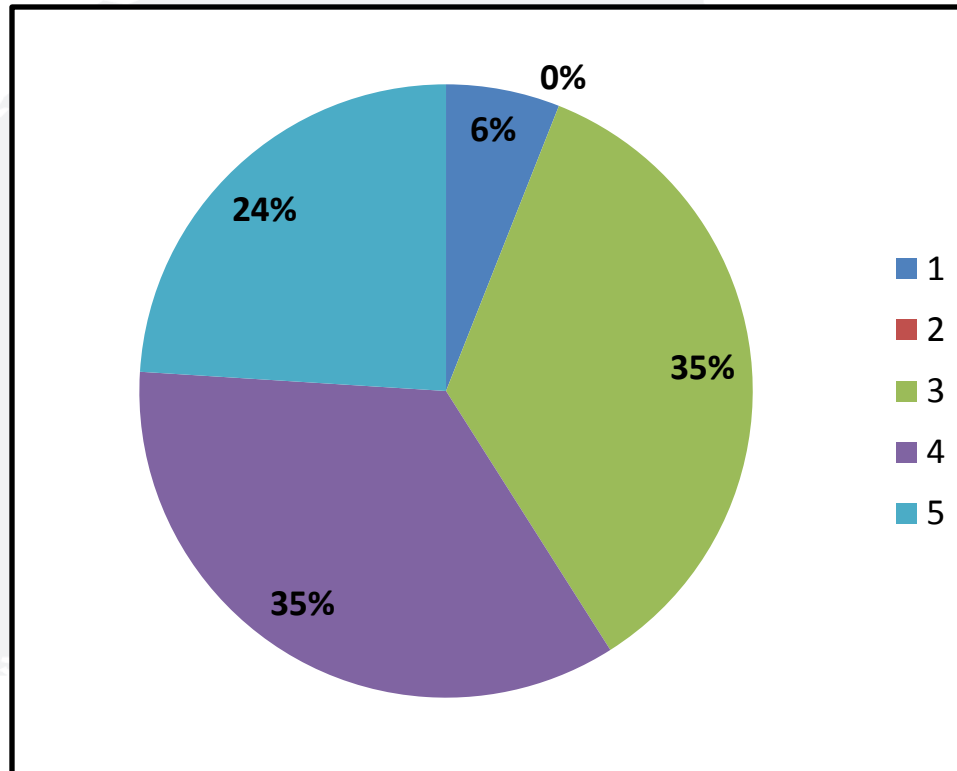




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Q30: On a scale of 1-5, how would you evaluate the practical application of knowledge provided in the trainings?

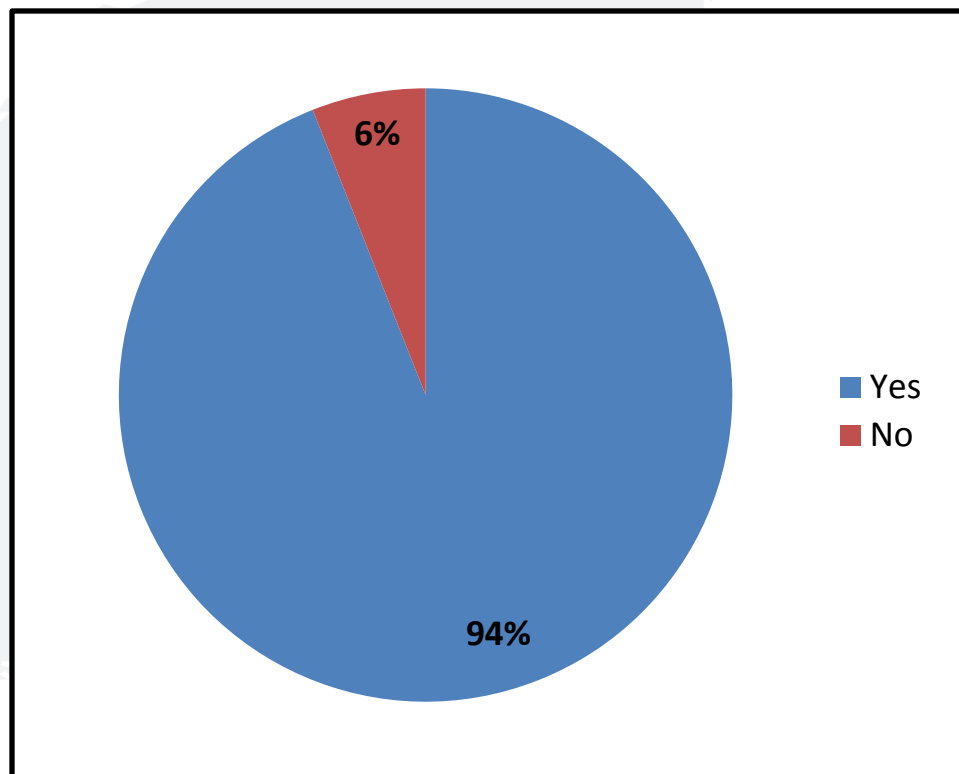
Scale 1: Low, Scale 5: High

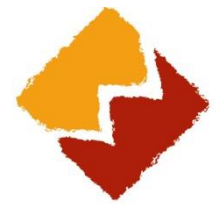




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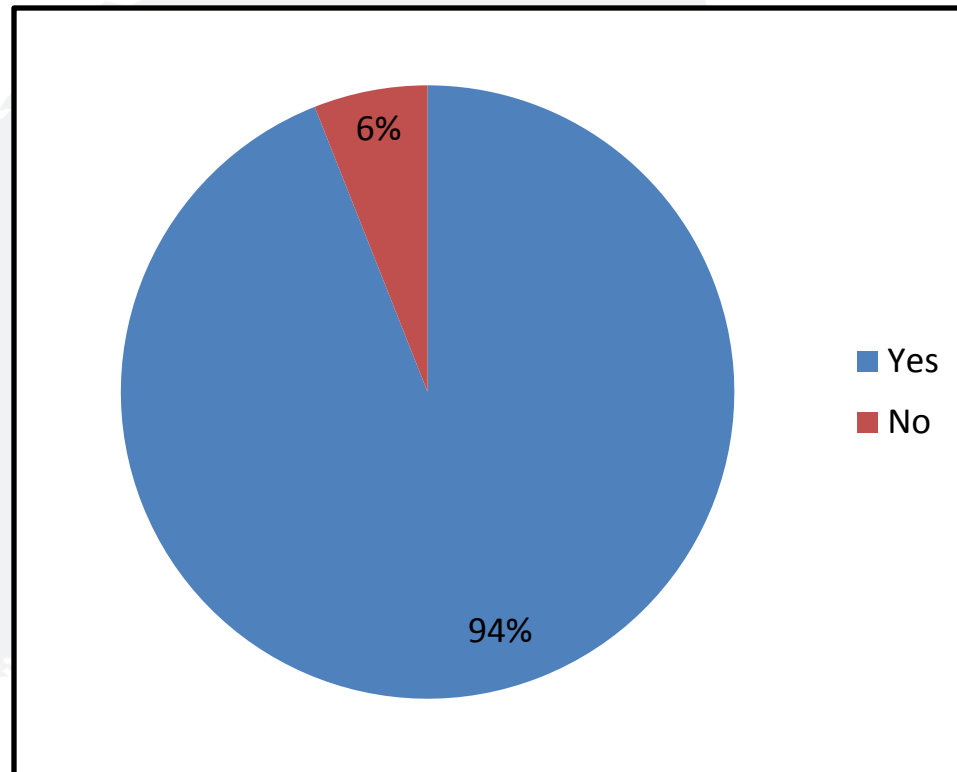
Q31: In your view, does the Better Work service model provide sufficient learning opportunities for your factory?

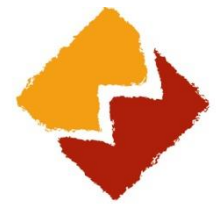




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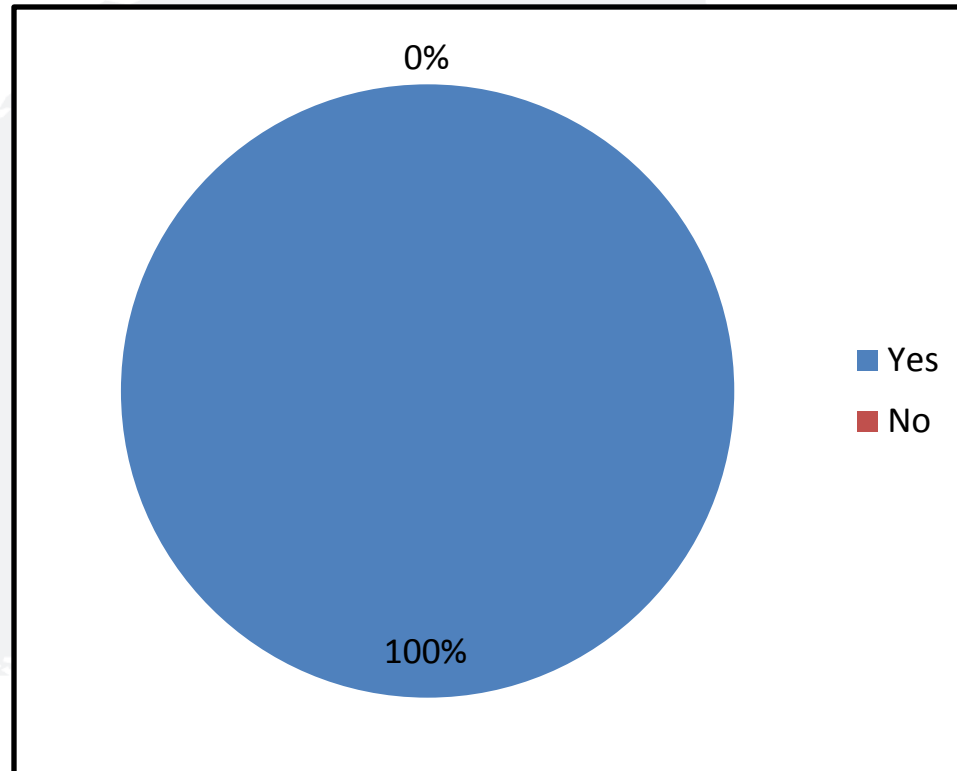
Q32: Have Better Work's industry seminars been effective in supporting the improvement process?





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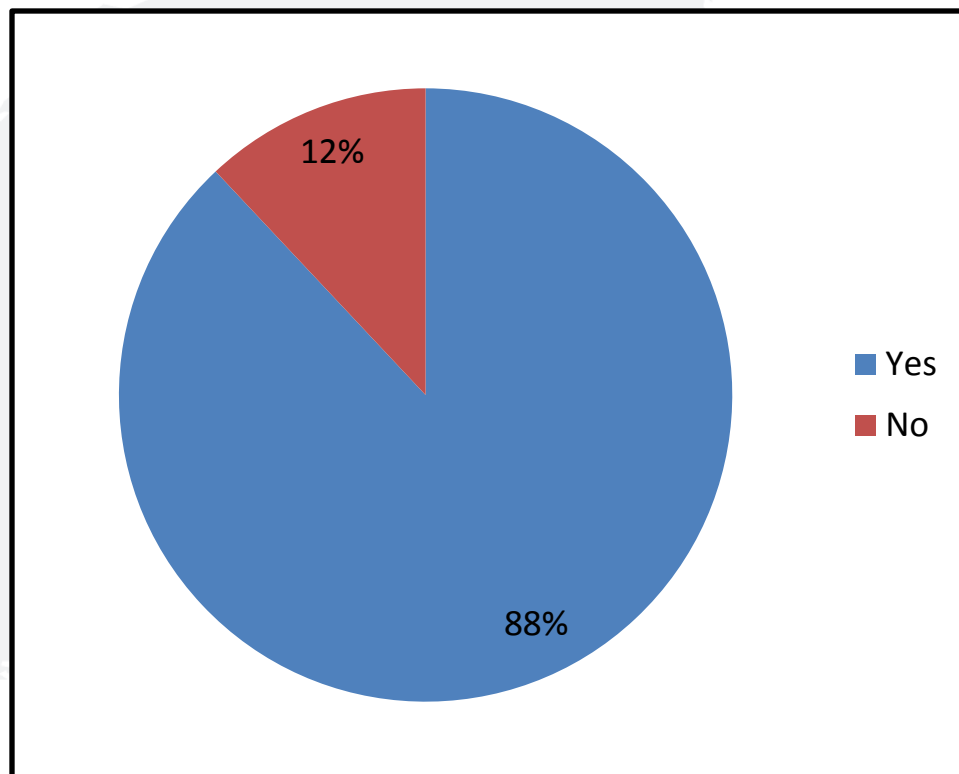
Q33: Have Better Work's training been effective in supporting the improvement process?





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Q34: In your view, is there a clear link between Better Work's advisory services and the industry seminars?



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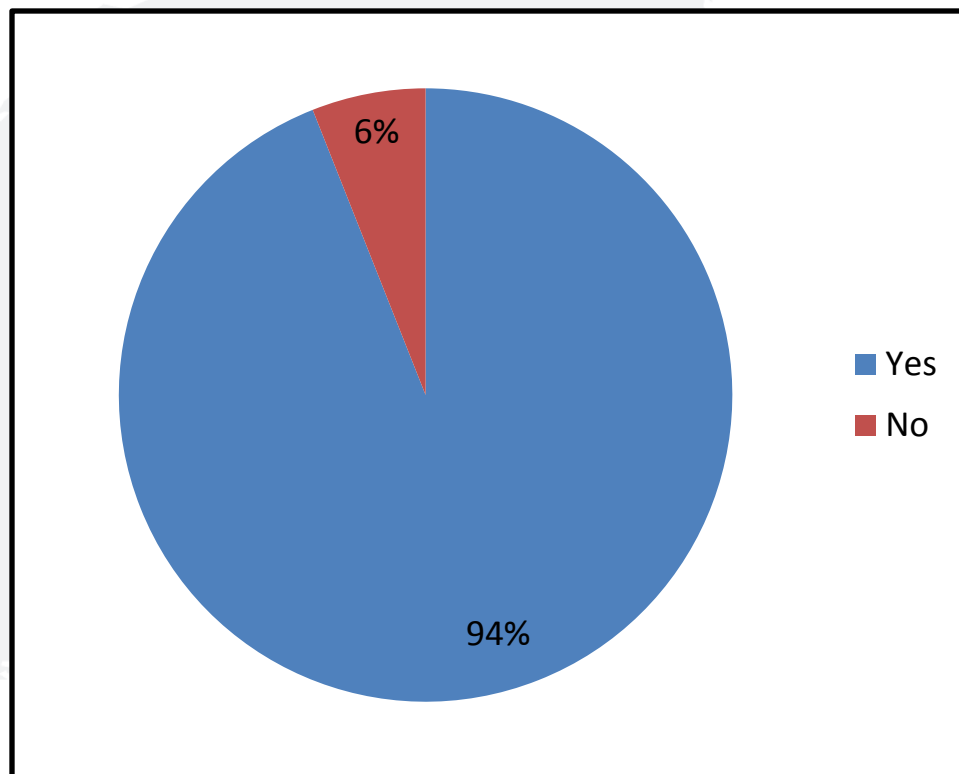


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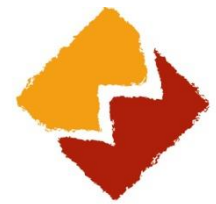


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Q35: In your view, is there a clear link between Better Work's advisory services and the training services?



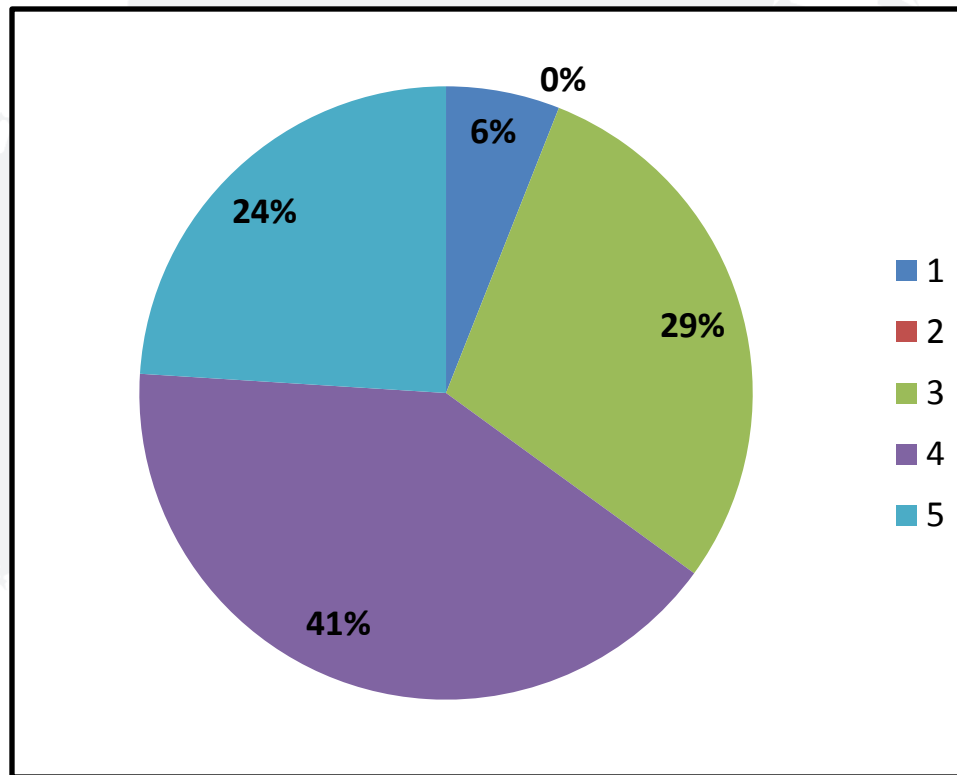




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## E. Overall Impact:

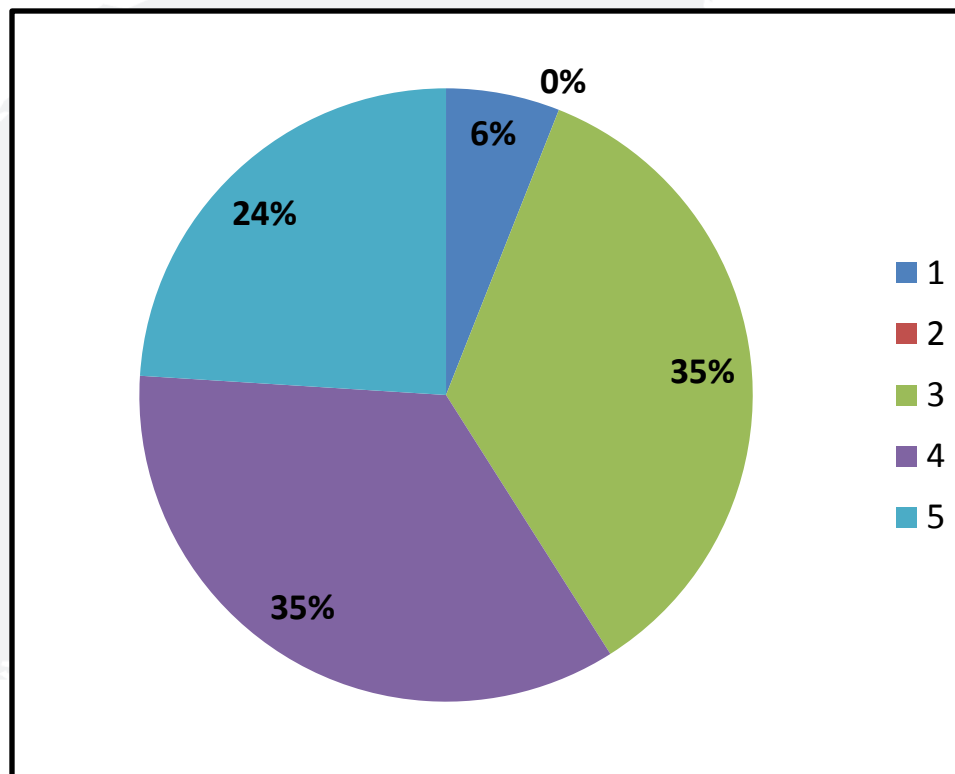
Q36: On a scale of 1-5, how much has Better Work helped to improve working conditions in your factory? **Scale 1: Not improved, Scale 5: Greatly improved**



Q37: On a scale of 1-5, how has Better Work impacted communication between managers and workers at your factory? **Scale 1: Worse, Scale 5: Better**



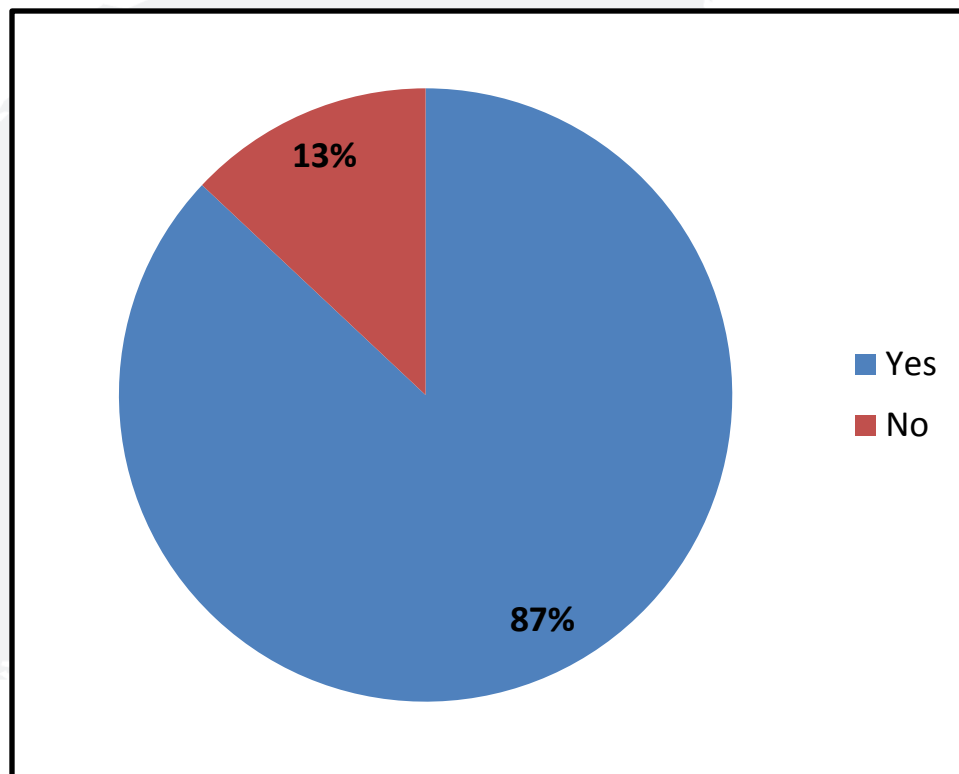
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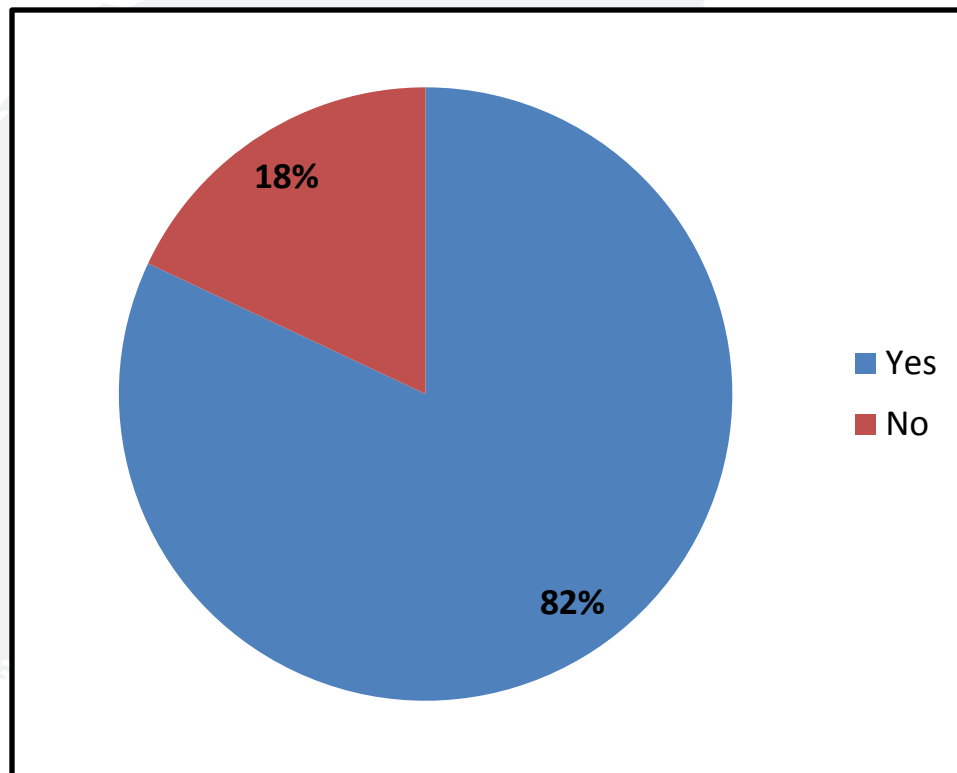
Q38: Does your factory receive more suggestions or feedback from employees after participating in the Better Work Program?



Q39: Have the services provided by Better Work made your factory more competitive?



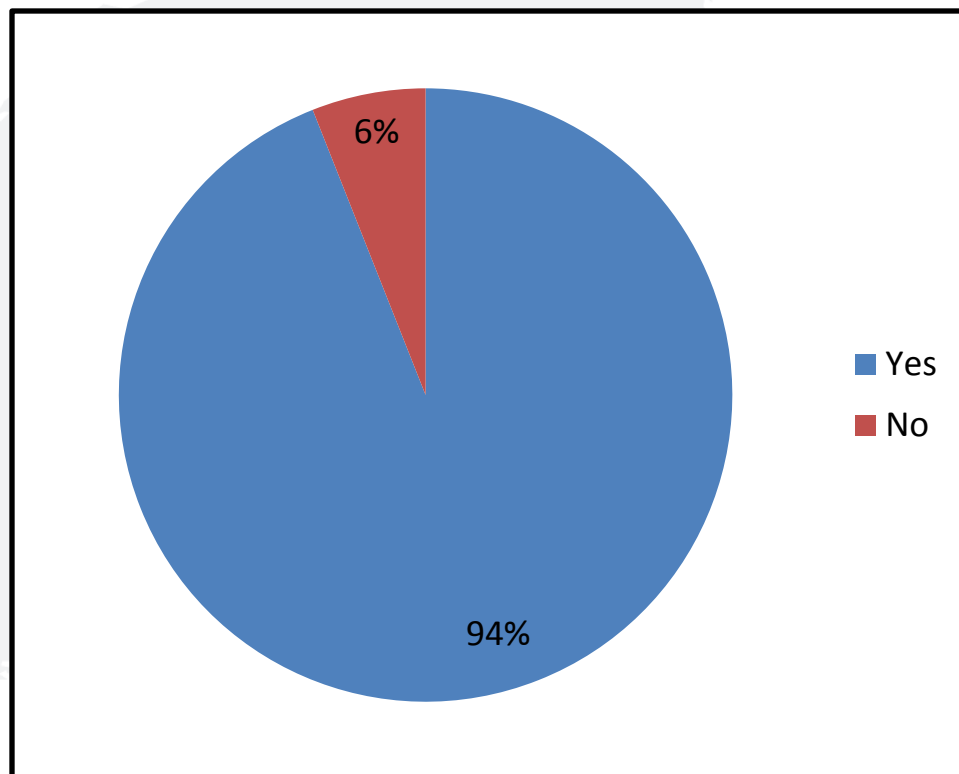
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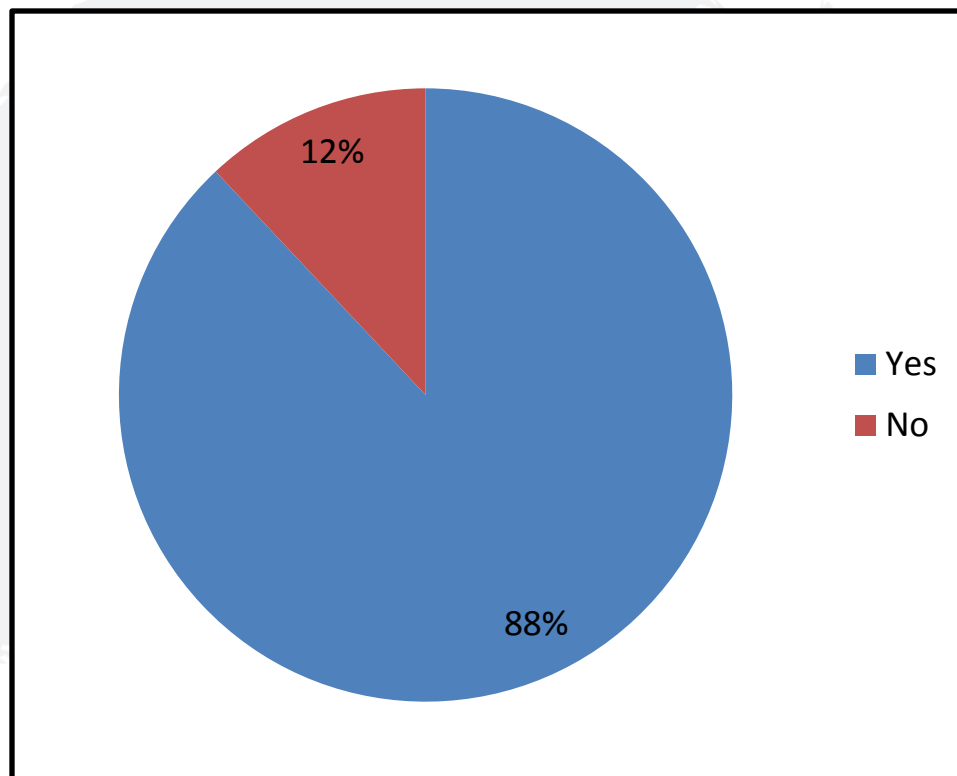
Q41: In your view, have the adjustments in Better Work's core services been clearly explained to key staff in your factory?





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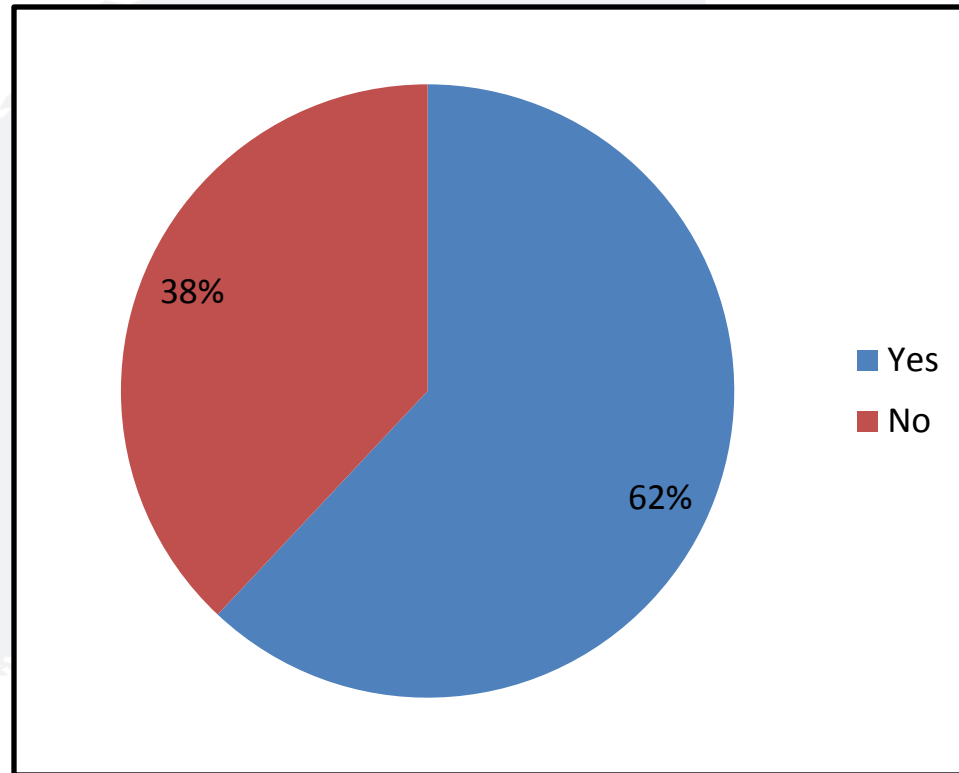
Q42: In your view, does the Better Work service model provide sufficient opportunities for your factory to strengthen its relations with buyers?





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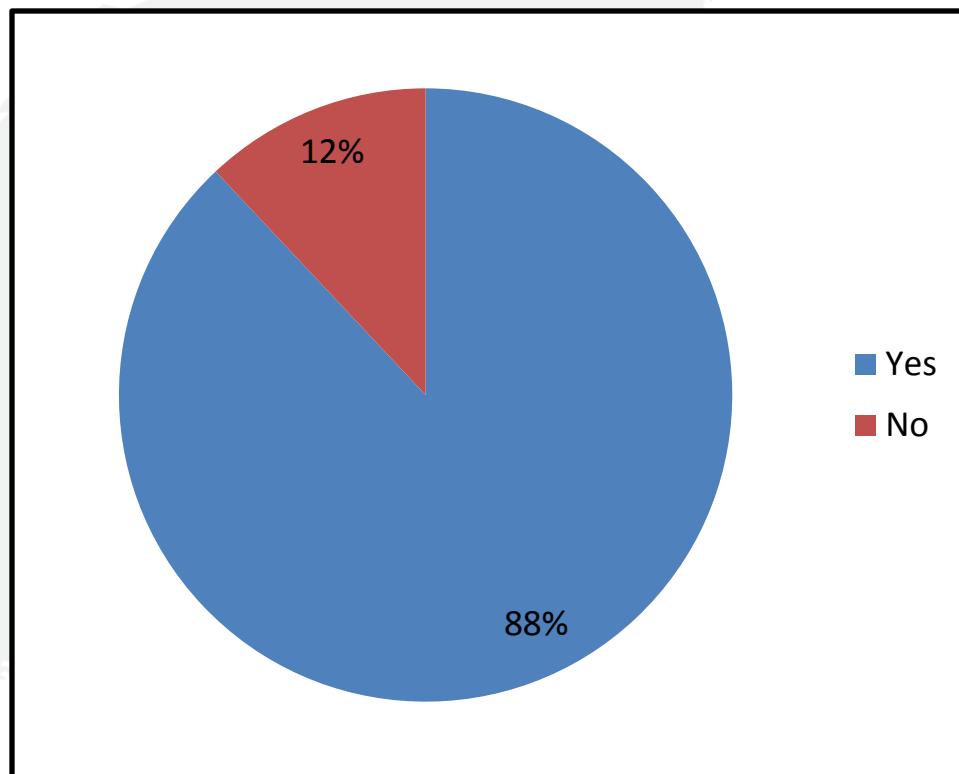
Q43: Have your buyers stopped doing audits that are duplicative to the Better Work assessment?





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Q44: Do buyers require your factory to continue using their own Corrective Action Plans (CAPs) instead of the Better Work improvement plan?



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**Thank You**



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