

M.Phil Research Topic: **"An Analytical Study Of Export Procedure
and Its Problems With Special Reference
Arvind Universal Textile Pvt. Ltd., Kolhapur**

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Questionnaire

(To be circulated among the employees for collecting the first hand information, required
for the research project for successful completion of **M.Phil** degree course)

(This information will be used only for research purpose.)

Please tick mark () for multiple choice questions

Name Of the Employee(Interviewee):

Designation:

Adress:

Educational Qualification:

Experience:

Closed-Ended Questions:-

1. Do you face communication problems while dealing with the international customers across the globe?
(a) Very True (b) True (c) Partly True (d) Not True
2. Do you need to submit the quotation before receiving an export order?
(a) Yes (b) No
3. Do you receive an order though e-mail?
a) Very True (b) True (c) Partly True (d) Not True
4. Does the importing company visit your firm before giving you an order?
a) Very True (b) True (c) Partly True (d) Not True
5. Do you sign a contract with the importing company after receiving the order?
(a) Yes (b) No
6. Is it necessary to get the permission from the government of our country before executing the export order?
(a) Very True (b) True (c) Partly True (d) Not True
7. Do you have sufficient skilled employees?
(a) Very True (b) True (c) Partly True (d) Not True

8. Does the importing company carry out inspection during the production process?

(a) Very True (b) True (c) Partly True (d) Not True

9. Do you receive payment on time?

(a) Yes (b) No

10. Is it necessary to send the product sample before actual delivery of goods?

(a) Yes (b) No

11. Do you get the compensation on rejection of an order?

(a) Very True (b) True (c) Partly True (d) Not True

12. Does the profitability get affected due to the fluctuation of exchange rate?

(a) Very True (b) True (c) Partly True (d) Not True

13. Do you arrange any orientation programme or training sessions to train the employees before undertaking the actual production?

(a) Very True (b) True (c) Partly True (d) Not True

14. Does your company have any branch abroad?

(a) Yes (b) No

15. Do you get ISO certification for your goods?

(a) Yes (b) No

16. Does any Inspection Authority inspect your firm?

(a) Yes (b) No

17. Do you get the raw material in sufficient quantity?

(a) Very True (b) True (c) Partly True (d) Not True

18. Do you get any trade concession?

(a) Very True (b) True (c) Partly True (d) Not True

19. Is it necessary to follow international norms while packing the goods?

(a) Very True (b) True (c) Partly True (d) Not True

20. Does the importing country get the concession on import duty?

(a) Yes (b) No

21. Are the goods received, if delivered late due to the problems in transportation?

(a) Yes (b) No

22. Is any fine imposed?

(a) Yes (b) No

Other Multiple Choice Question

Please tick either (☒) or (☐) in the boxes provided before the options

23. How do you promote your product internationally?

- a. By advertising through internate
- b. By advertising through the leading newspapers in the world
- c. By informing the companies through telephone
- d. Through business magazine
- e Through trade fare
- f. By sending the information brochure directly to the company
- g. Through other ways of advertisements
- h. Searching product wise list on internate
- i. Through an agent

24. Explain in brief the role of an agent in receiving an export order?

- a. He owns an indent house
- b. He knows the international trade practices
- c. He is responsible if the order is rejected
- d. He has through knowledge about the documents required
- e. He secures the trade
- f. He knows the government regulations
- g. He maintains coordination amongst importer and exporter

25. In the days of e-communication how far physical documents are important? And to what extent e-mail order is reliable?

- a. Are they important? Yes No

If yes, please respond the below mentioned options

- b. Transaction can not be proceeded without them
- c. They are legal documents
- d. Are E- mail Orders entertained? Yes No
- e. The export procedure is partially depend on them Yes No

26. How the authenticity of 'Physical Documents' are tested?

- a. By getting them tested through Authorized Inspection Authorities
- b. By getting them tested through Government Agencies
- c. By consulting a lawyer
- d. By appointing a legal expert to verify the documents
- e. By verifying through the experienced company executive
- f. Through other ways

27. Do you entertain an oral order? To what extent?

- a. Yes No

If yes, please respond the below mentioned options

- b. For carrying out unimportant tasks
- c. For deciding terms and conditions
- d. Don't proceed any important work without physical document
- e. Oral order is ensured through telephonic conversation
- f. Oral order is ensured through agent

28. How do you calculate the cost of the product ?

By considering the following factors

- a. Net production cost
- b. Transportation charges from the production site to the port
- c. Government taxes (Service Tax, Income Tax etc.)
- d. Export Duty
- e. Port Charges

- f. Fright Charges
- g. Packing cost
- h. Marginal Cost

29. Which documents are required for executing the export order?

- a. Custom Invoice
- b. Packing list
- c. Ice certificate
- d. Purchase order or Letter of Credit, if required
- e. Custom Annexure
- f. GSP (if exports to Europe)
- g. Certificate Of Origin
- h. Wearing Apparel Sheet
- i. A copy of FCR/Airway Bill/ Bill of Lading
- j Bill of Lading/ CR. Airway bill
- k. Shipping bill
- l. Mate's Receipt
- m. Sales Contract
- n. Purchase Order

30. Which documents are required from the governments of both the parties?

- a. Custom Clearance Certificate
- b ICE Certificate
- c. Certificate Of Origin
- d. GSP (if exports to Europe)
- e. Export License
- f. Certificate Of Inspection
- g. Custom Invoice
- h. Drawback Copy

31. Do you have Quality Control Department? What is its role in export procedure?

- a. Yes No

If yes, please respond the below mentioned options

- b. It keeps a strict vigil over every department
- c. Observing the production process and maintaining daily record to find the loopholes in the production
- d. Informing the particular department/person to improve the quality
- e. Checking the quality of goods against the standard parameters
- f. Training the employees before executing the export order
- g. 10% Random Inspection of goods before shipment

32. What steps are taken if the product sample sent by you is rejected?

- a. Standard parameters are evaluated
- b. Weekly/monthly report of production process are assessed
- c. Raw material is tested
- d. Reports of the inspection authority are studied
- e. New set of standards is prepared
- f. Machines are monitored
- g. Inspected from SGS laboratory before buyer's approval

33. Does geographical set-up of your company create any obstacles in the export procedure? Of what type?

- a. Yes No
- If yes, please respond the below mentioned options
- b. Skilled employees are not available in sufficient number
 - c. Climate is not suitable
 - d. Raw material is costlier
 - e. Lack of transportation facilities
 - f. Transportation charges till the port are costlier
 - g. Company Location is not easily accessible
 - h. Raw material is not available easily
 - i. Difficult to get the experienced and qualified staff due to rural locality
 - j. Modern urban facilities are not available
 - k. The cost of the product increases

34. Who is held responsible if the goods are spoiled or damaged in transit?

- a. The Agent
- b. The Exporter
- c. The Importer
- d. The Shipping Corporation
- e. Other than above

35. Who bears the losses?

- a. The Agent
- b. The Exporter
- c. The Importer
- d. The Shipping Corporation
- e. The exporter's bank
- f. The importer's bank
- g. Both importer and exporter as per the contract
- h. The insurance company
- i. Transporters

36. On what ground the export order is cancelled?

- a. If the goods do not match with the required standards
- b. If the goods are not in a required quantity
- c. If the goods are not packed as per the standard norms
- d. If the goods are not received in time
- e. Due to political conditions in-between both the countries
- f. Due to fluctuations in exchange rate

37. Do you face any in-house constraints? Of What type?

- a. Heavy Load-shading
- b. Scarcity of raw material
- c. Insufficient employees due to absenteeism
- d. Insufficient raw material
- e. If workers go on strike
- f. Lack of workers' commitment
- g. Internal clashes between the management and the workers
- h. Old-dated machineries
- l Insufficient working capital
- j. Delay in production
- k. Faulty Planning

38. How do you tackle the problems if workers go on strike?

- a. Appoint new employees
- b. Negotiate with them to sort the issue
- c. They are threatened/warned to return on work by giving them deadline
- d. Persuading them to return on work with a promise to fulfill their demand in future
- e. Getting the extension from the importer for the delivery of goods
- f. Get done the order from the other company to maintain good relation with the importer

39. Do you face any government restriction? How does government promote your trade?

- a. Government grants incentives after the completion of a deal
- b. It gives trade concessions like concession on export duty
- c. Offers subsidies on loan
- d. Offers Tax Free Holidays
- e. Gives tax concession on the purchase of the raw material
- f. special Economic Zone
- g. EPCG Scheme
- h. DEPB Scheme

40. How do you manage the fluctuation in Exchange Rates?

- a. We quote the price higher by keeping the profit margin high to avoid risk of fluctuation in exchange rate
- b. Makes the importer to bare the losses if there would be loss in business due to fluctuation in exchange rate
- c. The payment is made as per the rates decided in the agreement irrespective of fluctuation in exchange rate
- d. Increase the production cost with high marginal
- e. Less raw material cost and inventory stock

41. How do you receive the payment?

- a. Through letter of credit
- b. Through Telegraphic Transfer system
- c. Through online money transfer system
- d. Through Demand Draft
- e. Through L/C at sight
- f. Within 15 days from B/L date

42. Does your company rely on other companies for one or other work?

- | | | |
|--|------------------------------|-----------------------------|
| a. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| If yes, please respond the below mentioned options | | |
| b. For finishing the goods | | <input type="checkbox"/> |
| c. For dying the goods | | <input type="checkbox"/> |
| d. For packing the goods | | <input type="checkbox"/> |
| e. For processing the goods | | <input type="checkbox"/> |
| f. For weaving the goods | | <input type="checkbox"/> |

43. How do you tackle the problems if the employees are not skilled?

- a. Never appoint unskilled employees
- b. Appoint experts to train the employees by arranging training sessions or orientation programmes
- c. Never arranges any formal training programmes
- d. Never trains through external experts
- e. Directly appoints skilled and experienced employees
- f. Undertake measures to sharpen the skills of the employees

44. What is the role of a bank in export procedure?

- a. To legalize the trade
- b. To act as a mediator
- c. To secure trade
- d. To ensure the payment of the exporter
- e. To accept the drafts/documents from importer as well exporter
- f. To issue the drafts to the importer as well exporter
- g. To open an irrevocable account on the name of the exporter
- h. To confirm the letter of credit
- i. To keep coordination between importer and exporter
- j. To provide the technical training

45. What is the role of Indian EXIM policy 2002-2007?

- a. To declare a particular region as a Special Economic Zone
- b. To promote agriculture
- c. To promote Cottage Industries and Handicrafts
- d. To promote Small Scale Industries
- e. To promote leather industry
- f. To promote Textile Industry
- g. To promote Gem and Jewelry Industry
- h. To promote Economic hardware Industry
- i. To promote Chemical and Pharmaceutical Industry

46. Which is the fastest and most reliable mode of receiving the payment?

- a. Through letter of credit
- b. Through Telegraphic Transfer system
- c. Through online money transfer system
- d. Through Demand Draft
- e. Through L/C at sight
- f. Within 15 days from B/L date

Open-Ended Questions

47. What steps are taken to maintain the quality at every stage of production process?

48. How time plays an important role in the export procedure?

49. What are the risks involved in Export Business? How do you tackle them?

50. Who are your competitors at local, national and global level?

Thank you very much for responding the questions.

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