APPENDIX 3:

INTERVIEW QUESTIONS

The attached survey is collecting information toward the completion of the dissertation project for the Masters in Business Leadership qualification, “The Impact of E-procurement on Strategic Sourcing-A Case Study: CBZ Bank Limited, Zimbabwe”. Authority to execute this study was sought from and given by the Managing Director, CBZ Bank Limited-Dr.J.P. Mangudya. Your participation however is entirely voluntary. All responses will be strictly confidential and you will not be identified in any way. Your responses will be combined with others for statistical analysis only. Your participation is extremely important to me and CBZ Bank. I would like to thank you in advance for your assistance. Please advise a suitable time to hold the interview during the course of this week.

Yours Sincerely,

Daisy Chipiro
Structured Interview Questions-Senior and Executive Management (involved in EXCO, Procurement and Information Systems)

1. Do you think that matching of e-procurement and business strategies is vital for CBZ Bank
   • Currently
   • In the next five years

2. In your opinion what do you think are the five critical factors that would positively help to achieve e-procurement and strategic sourcing success.

3. On a scale of 1 (Very good) to 5 (very poor) how would you rate the availability, usage, appropriateness and implementation success of e-commerce in particular e-procurement services to support strategic sourcing in CBZ Bank.

4. Do you think Information Technology has contributed to this organisation’s performance? If yes, in what way.

5. Purchasing spend for 2009 to date?

6. Number of employees?

7. Number of employees in procurement?

8. Number of countries procured in?

9. Number of registered suppliers?

10. Number of active suppliers?

11. Current E-solution for procurement?

12. Organisational change associated with e-procurement?

13. Training needs required?

14. Cultural issues to be addressed?

15. Geographical issues to be addressed?

16. Supplier issues to be addressed?
17. Key challenges to be addressed?

18. Is the IT infrastructure within CBZ Bank robust enough to take on e-procurement software systems?

19. Do CBZ Bank’s suppliers have IT infrastructure that has the capacity to take on e-procurement?

20. Define digital divide and where does it exist with regards to CBZ Bank?

21. Which divisions/departments/branches will benefit from e-procurement and what are the benefits?

22. Is CBZ Bank ready for e-procurement?

(Adapted from H.Walker and C.Harland, 2008)