



the book industry's supply chain organisation

SCEA Supply Chain Excellence Award - Online Questionnaire

This online questionnaire will ask questions about your organisation and its activities in the book supply chain. Some questions can be answered with a Yes or No whilst others will require quite detailed information which you may have to request from other experts in your organisation. BIC is primarily interested in the extent to which your organisation has embraced beneficial technology, adopted industry standards and implemented best practice. The questions will also seek to establish recent progress and any evidence of innovation. Please note that your answers will be assessed by an independent panel of industry experts from across the supply chain.

This questionnaire is for all organisations involved in the supply chain for books, including publishers, distributors, wholesalers, printers, booksellers and systems and service providers. The focus of this accreditation is on the supply chain between publishers and booksellers (and library suppliers), via distributors and wholesalers, not on the supply of books direct to customers. Note that if a question does not relate to your business then please state "N/A" (Not Applicable) but also, if necessary, give a reason e.g. "this is outside our business model" etc. Many book industry organisations are involved in activities right across the supply chain and are no longer restricted to the traditional roles of supplier or bookseller, so please answer all questions which you feel are relevant to your business. Please note that questions marked with an asterix (*) are mandatory.

Confidentiality

Please note that the contents of this application form will be reviewed by the BIC Supply Chain Excellence Award accreditation panel, which is a group comprised of representation from various types of organisations throughout the UK's book industry supply chain, including publishers, retailers, distributors, wholesalers, data aggregators, systems vendors and service providers. **Each application is treated in confidence, but BIC reminds all applicant organisations not to disclose any information that should not be shared with the accreditation panel members and isn't already in the public domain.**

Please note that each page of this form will be validated e.g. so that mandatory questions are answered. This means that an error is shown in pink and must be corrected/filled in before proceeding. Validation happens when the "Next" button is pressed. If the Next button doesn't work, it may mean that there is an error still needing correction further up the page.

Section A. About you and your business

(Note that there is one point of contact representing your organisation but that additional users from other departments are able to login and contribute to this questionnaire - please see User Guide for more information)



Powered by Formstack [Create your own form >](#)

1. Your Name *

First Name

Last Name

2. Your job title *

3. Email *

4. Organisation Name *

5. Organisation Address *

Address Line 1

Address Line 2

City

County/Region

Postcode



6. How would you best describe your organisation? *

Bookseller

Distributor

Publisher

Wholesaler

Systems Vendor/Service Provider

Printer

Please choose only one type of organisation. (Please choose carefully as the questions which follow are designed to be relevant to the type of organisation you select) Note: If you answer "Publisher", a supplementary question will ask whether you are also a distributor or you use a 3rd party distributor.

9. Please give five products or services *

To help the panel better understand your business, please give details (e.g. the title and ISBN) of at least 5 products (e.g. books) or services, which your organisation supplies. Please lay out your answer as Name/Title, ISBN, Description of your organisation's role in this activity

10. Main types of Customers *

Please provide details of the main types of customers who use your products or services and the names of five example customers to illustrate this if appropriate



SECTION B - Product Metadata

11. Supply of product weights data *

Do you supply weights information to publishers and distributors, if so please give details

12. Supply of dimensions data *

Do you supply dimensions data to publishers or distributors? If so please give details

13. Trimmed Page Size *

In the data you supply do you use Trimmed Page Size or Cover Size?

14. Weights and Dimensions Accuracy *

If you supply this data how do you ensure accuracy e.g. measurement, calculation, spot checking?



15. Packsize or Carton Size Data *

Do you supply pack size or carton size data to publishers or distributors and does your organisation decide what the pack size or carton size should be

16. Awareness of ONIX Guidelines *

Is your organisation aware of the ONIX Best Practice guidelines for the supply of weights and dimensions information

17. Trusted Partner Status *

Some printers are given trusted partner status so their data is trusted by publishers or distributors and not re-measured. If this applies to your organisation please give details (unless this is confidential)

18. Supply of weights and dimensions or other data to publishers or distributors - Method *

If you supply weights and dimensions or any other data to publishers or distributors how is this done e.g. ONIX, Printer Despatch Advice, Other methods? Please give details



30. ONIX Compliance *

<input type="checkbox"/> None
<input type="checkbox"/> ONIX 2.1
<input type="checkbox"/> ONIX 3.0
<input type="checkbox"/> ONIX 3.0.1
<input type="checkbox"/> ONIX 3.0.2 to 3.0.5
<input type="checkbox"/> ONIX 3.0.6
<input type="checkbox"/> Other:

ONIX is now widely used in the book industry to communicate product metadata, if you use it, please indicate in the check boxes above which versions of ONIX you support

31. More details about ONIX usage *

Please use the above box to provide any additional information about your use (or not) of ONIX. If appropriate, please also give details of the latest ONIX Codelists you support.



SECTION C - EDI - Electronic Trading

48. EDI Messages for Printers *

I was previously unaware

Aware but not in use

In use

BIC has developed EDI messages for use between publishers and printers. Are you aware of these and if so to what extent do you use them?

49. EDI Messages for Printers - Details *

Please give any details re your use of Publisher - Printer EDI or your reasons for not using this standard. If not using EDI, please indicate how you typically communicate between publisher and printer?

52. Any other information *

Please supply any other information in support of this section of your application and describe any other relevant ways you communicate with book supply chain organisations e.g. publishers



SECTION D - Digital Products and Services

69. Systems or services supporting Digital *

Please describe your systems or services which support a digital workflow or your customer's digital products or services

70. Digital Printing

Please describe any services you provide involving digital printing e.g. print on demand, ultra short run etc.

71. Additional Printer Services

Please describe any services you provide involving Automated Stock Replenishment, Data Warehousing for ebooks etc. Please give details



72. Direct Services

Do you supply books or digital products direct to booksellers or the end consumer. Please give details

[Save and Resume Later](#)



Progress



SECTION E: Additional Information (Innovation, Training and Accessibility)

85. Supporting BIC's activities *

No BIC Participation at all

We are members of related organisations such as BA, PA, IPG

My organisation is a member of BIC

We promote BIC's work/objectives e.g. Standards and best practice in the industry

We attend a BIC Committee, Seminars or take part in working groups

Play a full role in BIC including Board level participation, attend BIC committees and sponsor events etc.

Other:

Please indicate how you support BIC's activities

86. Supporting BIC's activities - Details *

Please give details of participation e.g. committees, working groups attended.



87. Keeping up to date with Technologies *

How do you ensure that you keep up to date with beneficial technologies and industry best practice?

88. Training *

No formal training

Internal training courses

Industry training courses

BIC Training courses

Other:

What training is provided to key staff to ensure that requisite skills are available in the future?

89. Training - Details *

Please give details of training given/attended



90. Accessibility - Ebooks

	up to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 100%
WCAG AA	<input type="radio"/>				
WCAG A	<input type="radio"/>				
EPub 1.0	<input type="radio"/>				

Are your Ebooks compliant with WCAG accessibility standards? If so at what level?

91. Accessibility - Websites

	up to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 100%
WCAG AA	<input type="radio"/>				
WCAG A	<input type="radio"/>				

Are your websites compliant with WCAG accessibility standards? If so at what level?

93. Innovation and/or significant improvement made

Please supply any additional information in support of your application. Include any significant innovations undertaken or major improvements made over the past year (Please note this information should already be in the public domain and not confidential)

Many thanks for taking the time to fill in this Supply Chain Excellence Award questionnaire

Description Area

[Save and Resume Later](#)



Submit Form

Progress

