##### Schulich School of Business, York University

##### FORM B

#### **Script for Telephone Research**

Thank you for taking my call. My goal is to analyze a process, and I am interested in doing so by observing the process and asking questions about it within your organization. It is for purposes of a graduate course in *Global Operations and Information Management* that I am taking in the Schulich School of Business.

Before I proceed with asking you any questions, I want to inform you of our policies when conducting research to protect the rights of people we interview.

First, your participation in this research is voluntary: you are under no obligation to be involved.

Second, you can terminate this conversation [interview] at any point should you wish to do so. At any time during the interview, you can ask that any data you have provided not be used by us in our research.

Finally, any information you do provide us will be held in confidence among members of the research team. Further, neither your name nor any identifying information will be used when this research is analyzed and written up.

Given these policies, are you willing to proceed?

If you have any questions about this research, you can contact the professor leading this course. His name is Dr. Markus Biehl, and you can reach him at (416) 736 2100 ext. 77947.

*Student: please record the following information:*

*Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Name of the informant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Date and that the informant was read this protocol \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Was consent given prior to proceeding? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*