SURVEY QUESTIONNAIRE 2026 - LEAN TRANSFORMATION TRAINING & COACHING SERVICES

Nghi Son Refinery and Petrochemical LLC (NSRP) – Pre-bidding vendor survey

PART 1. PROJECT INFORMATION (provided by NSRP)	
Scope	Lean transformation training and coaching: 8 days of classroom training at NSRP site (Nghi Son, Thanh Hoa, Vietnam), followed by a mandatory 6-month coaching program with sessions every two weeks.
Training period	Classroom training in December 2026. Please propose your available dates in Question 9.
Expected number of participants	20 per class
Delivery language	English (training, workshops and 1-on-1 coaching)
Response deadline	17-Nov-26
NSRP contact person	anh.nt3@nsrp.com.vn

PART 2. VENDOR INFORMATION (to be completed by vendor)	
Company name	
Contact person / position	
Email / phone	
Date of submission	

PART 3. QUESTIONNAIRE (to be completed by vendor)

Please answer every question. Attach supporting documents as soft copies and enter the file name in column F. NSRP may verify any information provided and may request an interview with the proposed trainers.

No.	Topic	Question	Response	Details / explanation	Evidence (attached file name)
A. COMPANY ELIGIBILITY					
Q1	Business registration	Does your company hold a valid business/enterprise registration certificate with training listed as a registered business line (or an equivalent registration for overseas companies)? If yes, please provide a soft copy.			
Q2	Training experience	Does your company have experience delivering both Lean Practitioner and Lean Six Sigma training programs? If yes, please list at least 3 programs delivered in the last 5 years (client, program, year, number of participants).			
Q3	Certification	Is your company authorized to issue internationally recognized certifications to successful trainees? If yes, please state the accrediting/certifying body and provide supporting evidence.			

No.	Topic	Question	Response	Details / explanation	Evidence (attached file name)
Q4	Industry experience	Has your company delivered Lean or Lean Six Sigma training/coaching for clients in the refinery, petrochemical, oil & gas or other process industries? If yes, please provide up to 3 client references (client, scope, year).			
B. PROPOSED TRAINERS					
Q5	Trainer certification	What is the highest Lean Six Sigma certification held by the proposed Lead Trainer (e.g., Black Belt, Master Black Belt), and which institute issued it (e.g., ASQ, IASSC or equivalent)? Please provide a soft copy of the certificate for each proposed trainer, **including both the Lead Trainer and the Backup Trainer.**			
Q6	Training experience	How many years of experience in Lean and Six Sigma training does the proposed lead trainer have? Please provide CVs of all proposed trainers.			
Q7	Coaching experience	How many years of experience in Lean coaching, mentoring and practical implementation does the proposed lead trainer have? Please provide evidence (e.g., CVs, certificates of service completion from other clients).			
Q8	English delivery	Can the proposed trainers deliver technical training, facilitate workshops and conduct 1-on-1 coaching sessions entirely in English? If yes, please list clients where training/coaching was delivered in English.			
C. SCHEDULE AND DELIVERY					
Q9	Classroom training	Can your company deliver the 8-day classroom training at NSRP's site after contract signing? Please confirm your availability and provide a proposed training schedule.			
Q10	Coaching program	Can your company deliver the mandatory 6-month coaching program after the classroom training? Please state the proposed format (onsite / online / hybrid)			