

Summary of Satisfaction Survey of Study Visit for MITSUI & CO., (THAILAND)

26 – 28 November 2020



Total Participants 14 persons



Responded 14 persons (100%)

Summary of Satisfaction

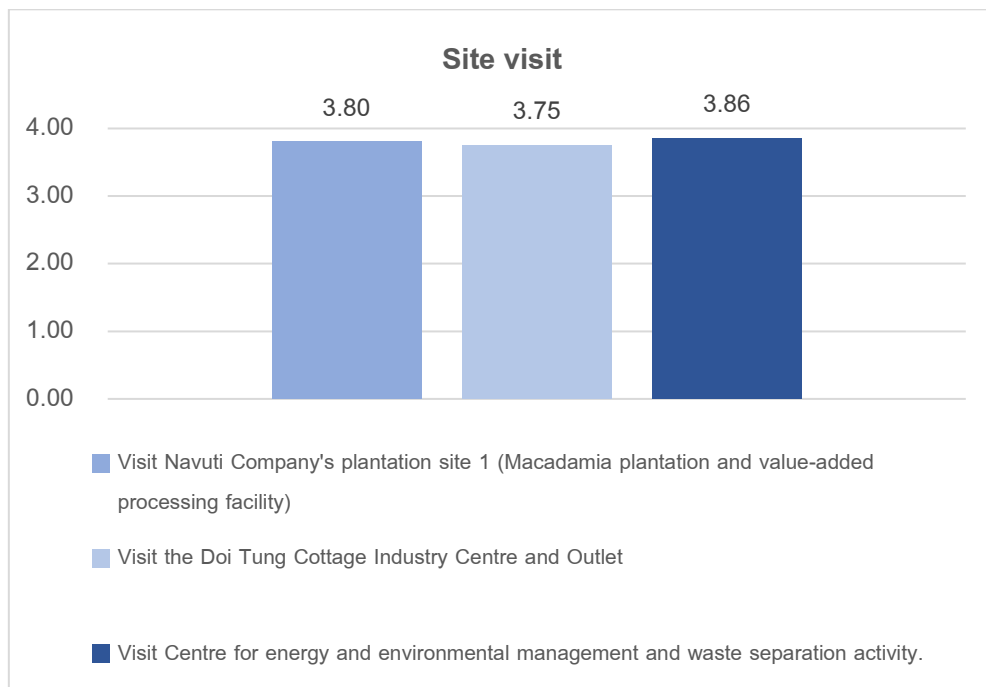
1. Expectation: 100% expectation meet

- Every part is more than expectation, staff, products, process, concept of work. It's impressing.
- I like all the parts of the visit. I think everyone tried hard to become today.
- The progression of project development.
- The visit made employees know in deep about Doi Tung project and appreciated more of the history of the products.
- Actually, this visiting is beyond my expectation, says coffee, macadamia plantation site and ceramic factory.
- The visiting and learning of Doi Tung Model, the development toward sustainability.
- All Doi Tung Products including waste management systems
- Gaining knowledge about zero waste management and children's education in Doi Tung.
- Development of Doi Tung community from Mitsui supporting
- Macadamia
- การทำงานของดอยตุง, ผลิตภัณฑ์, การจัดการทรัพยากรต่างๆ, แนวคิด กระบวนการทำงาน

2. Overall Satisfaction



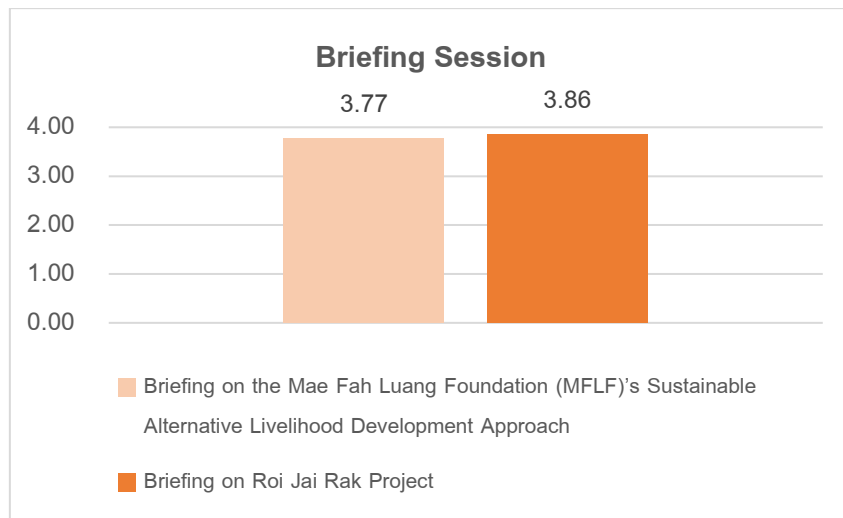
3. Site visit



Other comments:

- The visiting plant create great experience and understanding of business.

4. Briefing Session



5. Workshop & Activity



6. Logistics Arrangement



Other comments on logistic:

- Great food.
- Less beautiful flowers plants surround Doi Tung Lodge.
- Regarding an accommodation, if it is possible, I would like the project considers to separate on/off lighting switch of the toilet and inside door from another to save the electricity cost because I need to light on only 2 points when I get bed. I think there should be some another prefers like me as well.
- พี่ๆ สตาฟทุกคน แม้กระทั่งพี่คนขับรถ ใจดี ยิ้มแย้ม เต็มใจช่วยเหลือมากๆ ใส่ใจในการตอบคำถามต่างๆ มากๆ ประทับใจค่ะ

8. Specific topics you would like to study for future program.

- Talking to local people whose lives were changed by MFLF.
- Roi Jai Rak in more details.
- Packaging of Doi Tung (zero plastic).
- Ceramic (how to add value) and Coffee processing.
- Sustainable project in Doi Tung.
- Visit affiliate companies, plant site, customer site for deeper learning and understanding of Mitsui's business.
- It would be great, if the project could share us interesting project like "Carbon Credit" thru CSR activity.

9. Other comment

- All speakers are well-prepared and well-understood in specific field. More time in Doi Tung to learn would be better.
- Time is quite limited in every session, if we can spend more time, it would be great.
- It would be great if the program can be arranged for 2 days instead of 1.5 days in order to learn more things.
- Schedule too tight.
- เกี้ยวข้าวหมกไป แดดร้อนมาก คนมีอายุจะหน้ามืดได้