

<b>Questions: Innovations and Other Processes...</b>	Q7_ Outside organization auditing existing TQM
<b>1. The company is an enterprise:</b>	Q7_ Tax Office
Q1_micro	Q7_ National Labour Inspectorate
Q1_small	Q7_ Social Insurance Institution
Q1_middle-sized	Q7_ Fire Service
<b>2. Does the enterprise implemented any management system?</b>	Q7_ Other - which? .....
Q2_ Yes, implemented, non-certified quality management system	<b>8. Is it possible to identify any processes occurring in the enterprise? (Any number of responses)</b> If yes, please go to question no 9, if no or you do not know, please go to question no 10.
Q2_ Yes, implemented, certified quality management system	Q8_ Yes, it is
Q2_ Yes, implemented, non-certified integrated (ISO 14001) management system	Q8_ No, it is not
Q2_ Yes, implemented, certified integrated (ISO 14001) management system	Q8_ I do not know
Q2_ No	<b>9. Which processes are possible to identify in the enterprise? (Any number of responses)</b>
Q2_ I do not know	Q9_ Cooperation
<b>3. Since when (time period) have the enterprises had the pointed system?</b>	Q9_ Innovation Process
Q3_ Yes, since last year	Q9_ Providing goods
Q3_ Yes, since 2-3 years	Q9_ Accepting goods
Q3_ Yes, since 4-5 years	Q9_ Sell
Q3_ Yes, since 6 years or longer	Q9_ Contact with customers
Q3_ I do not know	Q9_ Sustainable development
<b>4. Has implemented management system existing in the enterprise got any requirements given to the cooperating enterprise(s)?</b> If yes, please go to question no 5, if no or you do not know, please go to question no 6.	Q9_ Flow of information
Q4_ Yes, it has	Q9_ Implemented CSR
Q4_ No, it has not	Q9_ Sending goods
Q4_ I do not know	Q9_ Flow of documentation
<b>5. Which requirements given to the cooperating enterprise(s)? (Any number of responses)</b>	Q9_ I do not know
Q5_ promptness of supplies	<b>10. Which levels of cooperation are possible to identify in the enterprise? (Any number of responses)</b>
Q5_ adapting a management system to enterprise's own standards	Q10_ International
Q5_ the service performance with the customer	Q10_ National
Q5_ the spare parts for delivered products	Q10_ Regional
Q5_ the guarantee longer than required under binding laws and regulations	Q10_ Local
Q5_ I do not know	Q10_ I do not know
<b>6. Does the enterprise have control at over the quality of goods given to the customer(s)? (Any number of responses)</b>	<b>11. Which kinds of innovations are possible to identify in the enterprise? (Any number of responses)</b>
Q6_ studying customer satisfaction on the phone	Q11_ Process
Q6_ monitoring the amount of customer complaints	Q11_ Product
Q6_ monitoring the reasons of customer complaints	Q11_ Marketing
Q6_ checking (randomly) the quality of goods prepared for sending to the customer	Q11_ Organizational
Q6_ I do not know	Q11_ I do not know

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7. Whether within three last years the enterprise was controlled (audited) by outside organizations? (Any number of responses)	Thank you for your attendance