**Questions: Innovations and Other Processes**

1. The company is an enterprise:
   - Q1_micro
   - Q1_small
   - Q1_middle-sized

2. Does the enterprise implemented any management system?
   - Q2_Yes, implemented, non-certified quality management system
   - Q2_Yes, implemented, certified quality management system
   - Q2_Yes, implemented, non-certified integrated (ISO 14001) management system
   - Q2_Yes, implemented, certified integrated (ISO 14001) management system
   - Q2_No
   - Q2_I do not know

3. Since when (time period) have the enterprises had the pointed system?
   - Q3_Yes, since last year
   - Q3_Yes, since 2-3 years
   - Q3_Yes, since 4-5 years
   - Q3_Yes, since 6 years or longer
   - Q3_I do not know

4. Has implemented management system existing in the enterprise got any requirements given to the cooperating enterprise(s)?
   - Q4_Yes, it has
   - Q4_No, it has not
   - Q4_I do not know

5. Which requirements given to the cooperating enterprise(s)? (Any number of responses)
   - Q5_promptness of supplies
   - Q5_the service performance with the customer
   - Q5_the spare parts for delivered products
   - Q5_the guarantee longer than required under binding laws and regulations
   - Q5_I do not know

6. Does the enterprise have control at over the quality of goods given to the customer(s)? (Any number of responses)
   - Q6_studying customer satisfaction on the phone
   - Q6_monitoring the amount of customer complaints
   - Q6_monitoring the reasons of customer complaints
   - Q6_checking (randomly) the quality of goods prepared for sending to the customer
   - Q6_I do not know

7. Outside organization auditing existing TQM
   - Q7 Tax Office
   - Q7 National Labour Inspectorate
   - Q7 Social Insurance Institution
   - Q7 Fire Service

8. Is it possible to identify any processes occurring in the enterprise? (Any number of responses)
   - Q8 Yes, it is
   - Q8 No, it is not
   - Q8 I do not know

9. Which processes are possible to identify in the enterprise? (Any number of responses)
   - Q9 Cooperation
   - Q9 Innovation Process
   - Q9 Providing goods
   - Q9 Accepting goods
   - Q9 Sell
   - Q9 Contact with customers
   - Q9 Sustainable development

10. Which levels of cooperation are possible to identify in the enterprise? (Any number of responses)
    - Q10 International
    - Q10 National
    - Q10 Regional
    - Q10 Local
    - Q10 I do not know

11. Which kinds of innovations are possible to identify in the enterprise? (Any number of responses)
    - Q11 Process
    - Q11 Product
    - Q11 Marketing
    - Q11 Organizational
    - Q11 I do not know
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<tr>
<th>Questions: Innovations and Other Processes...</th>
<th>Q7. Outside organization auditing existing TQM</th>
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<td>7. Whether within three last years the enterprise was controlled (audited) by outside organizations? (Any number of responses)</td>
<td>Thank you for your attendance</td>
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