

Questions: Innovations and Other Processes...	Q7_Outside organization auditing existing TQM
1. The company is an enterprise:	Q7_Tax Office
Q1_micro	Q7_National Labour Inspectorate
Q1_small	Q7_Social Insurance Institution
Q1_middle-sized	Q7_Fire Service
2. Does the enterprise implemented any management system?	Q7_Other - which?
Q2_Yes, implemented, non-certified quality management system	8. Is it possible to identify any processes occurring in the enterprise? (Any number of responses) 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	9. Which processes are possible to identify in the enterprise? (Any number of responses)
Q2_I do not know	Q9_Cooperation
3. Since when (time period) have the enterprises had the pointed system?	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
4. Has implemented management system existing in the enterprise got any requirements given to the cooperating enterprise(s)? 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
5. Which requirements given to the cooperating enterprise(s)? (Any number of responses)	Q9_I do not know
Q5_promptness of supplies	10. Which levels of cooperation are possible to identify in the enterprise? (Any number of responses)
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
6. Does the enterprise have control at over the quality of goods given to the customer(s)? (Any number of responses)	11. Which kinds of innovations are possible to identify in the enterprise? (Any number of responses)
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