Contribution Assessment Questionnaire of the Program for Quality and Excellence in Northern Israel

 For companies and non-profit organizations participating in the program

Dear participant,

The Program for Quality and Excellence in Manufacturing in Northern Israel was established in 2006. The program aims to advance enterprises, companies, and non-profit organizations in northern Israel for quality and excellence in management, processes, services, and products.

Since 2006, dozens of companies and organizations have participated in the program, and demonstrated significant achievements in quality and excellence with the help of volunteer assessors and mentors from outstanding guiding enterprises in the north.

The program is currently being led by the northern branch of the Manufacturers’ Association of Israel, Rafael, ORT Braude College of Engineering, Samuel Neaman Institute at the Technion, and other partners.

You are one of the participants in this important program.

We conduct supervised academic research on the contributions of the program to companies and non-profit organizations in the north. Below is a short questionnaire we would like you to fill out so that with your assistance, we can evaluate the program’s contribution to you and manufacturing in the north.

Thank you in advance for your cooperation in responding to this questionnaire.

Researchers: Dr. David J. Bentolila, Dr. Avigdor Zonnenshain, and Peleg Rodogowski

Indicate your level of agreement with the statements below by marking one number as follows: 5-to a very great extent, 4-to a great extent, 3-Moderately, 2-to a small extent, 1-to a very small extent.

1. Email Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Our company has participated in the Quality and Excellence Program in Northern Israel for several years in order to improve its quality and excellence processes.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. Participation in the program has contributed to our company’s success and helped improve our market competitiveness.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. The program’s quality and excellence criteria are a road map for our company’s improvement.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. The program’s mentors assist us in implementing improvements in quality and excellence.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. Our customers encourage us to participate in the program, to improve process and product quality.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. We recommend to our fellow company owners/CEOs to participate in this program.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. Our entire company management is aware of our participation in the program, and management staff contribute to our success in the program.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. Our employees are partners in the program and initiate improvements as part of the program.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. We involve our subcontractors in this program, and encourage them to join the program.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. The program’s impact continues even after the year/s that our company participated in the program.

Mark only one answer.

To a very small extent 1 2 3 4 5 To a very large extent

1. Main program strengths:

Mark all statements that apply.

* The program’s clear criteria.
* The dedication and professionalism of program mentors and assessors.
* The option to work on only some of the criteria.
* The support and appreciation of program leaders.
* Relationship of an academic institution with the program leaders.
* Relationship with guiding enterprises that provide most of the program mentors.
* Relationship with the northern branch of MAI.
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. Main program weaknesses.

 Mark all statements that apply.

* The criteria are too demanding for small and mid-size enterprises.
* Participation in the program requires too much time investment by company management.
* It is difficult for mentors and assessors to understand company needs.
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_