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

For mentors 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.

We 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. I have participated in the Quality and Excellence Program in Northern Israel as a mentor for several years in order to contribute from my experience and knowledge to improve quality and excellence processes at companies and non-profit organizations in the north.

Mark only one answer.

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

1. In my estimation, participation in the program has contributed to improving the market competitiveness of participating companies.

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 a 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 impact continues even after the year/s that a 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. The companies that I mentor cooperate fully with me.

Mark only one answer.

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

1. In my estimation, the program’s mentors assist companies and non-profit organizations 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. I feel satisfaction from my contribution to the companies I mentor.

Mark only one answer.

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

1. My company and the program’s management support me so that my mentoring at the companies will be effective.

Mark only one answer.

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

1. I learn from my participation in the program.

Mark only one answer.

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

1. I recommend to my colleagues to participate in this program to contribute and learn.

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_