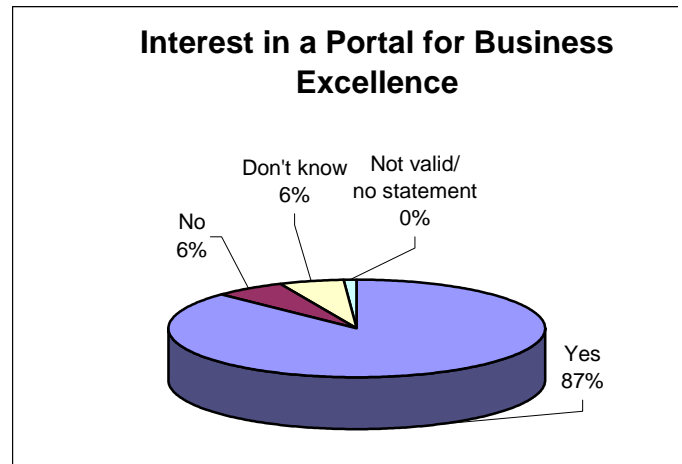


TeleBEN Study

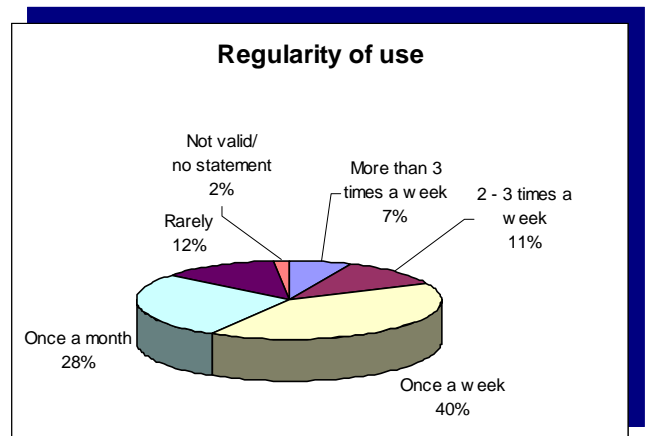
The report reviews the data collected by the six partners of the TeleBEN project. This analysis was carried out in the Spanish Basque Country, in Germany, in Portugal, in Austria and it also includes a Transnational Expert Sample and covers a sample of 172 returned questionnaires.

Are you generally interested in a Portal for Business Excellence ?



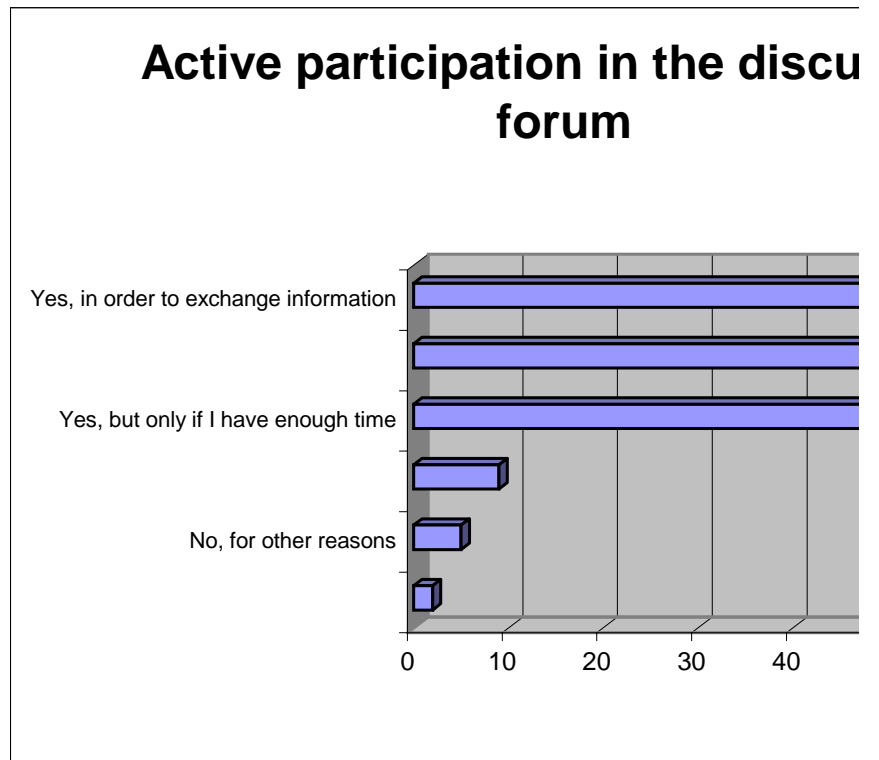
The European companies are very interested in a portal for Business Excellence. 87% of the questioned companies answered that they were interested in such a portal. Only 6% didn't know if they can benefit from a portal for quality management, another 6% were definitely not interested.

How often do you think you will make use of the Portal ?



58% of the questioned companies would make weekly use of the portal, 18% of the 'weekly users' would even use it more often than once a week. 28% would use it monthly and only 12% rarely.

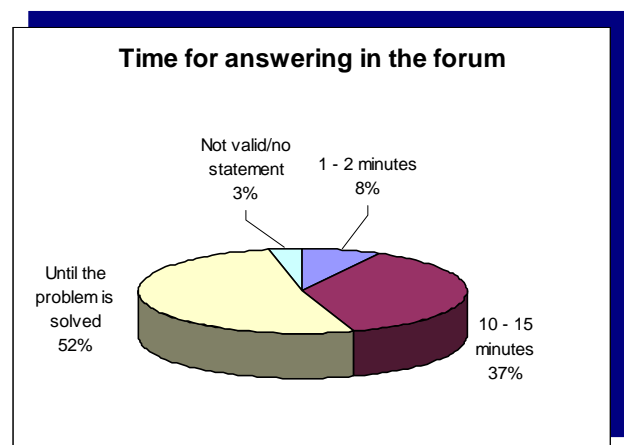
Would you participate actively in the Portal's discussion forum?



At question no. 3 it was possible to give multiple answers – this is the reason why 180 questioned companies gave 195 votes. 91.8% of the received answers indicated major interest in active participation.

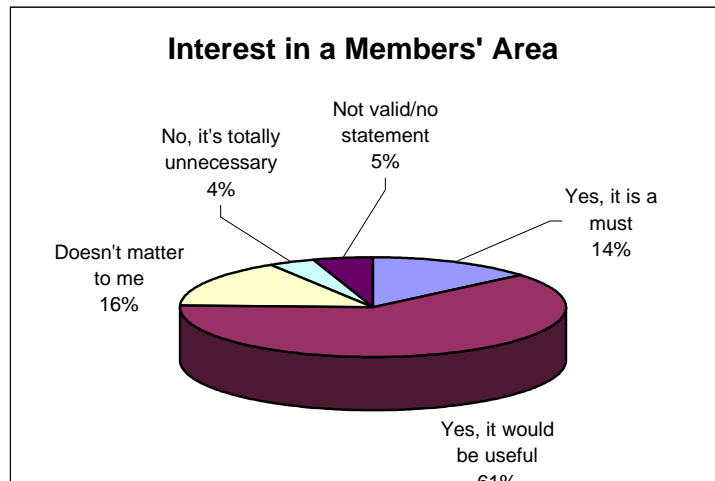
The most important point is the 'exchange of information' (68 votes), the second one is 'finding solutions for a problem' (58 votes) and another important fact is 'having enough time to participate' (53 votes).

How much time are you willing to spend on answering a question in the forum?



The majority (52%) indicated that they would spend the time needed to solve the problem. 37% would spend 10 – 15 minutes on answering questions in the discussion forum. And only 8% would spend 1 – 2 minutes.

Are you interested in a members' area, which offers special services and conditions to the registered members?



75% stated that they were interested in a members' area, 16% thought that a members' area didn't matter to them and only for 4% it was totally unnecessary.

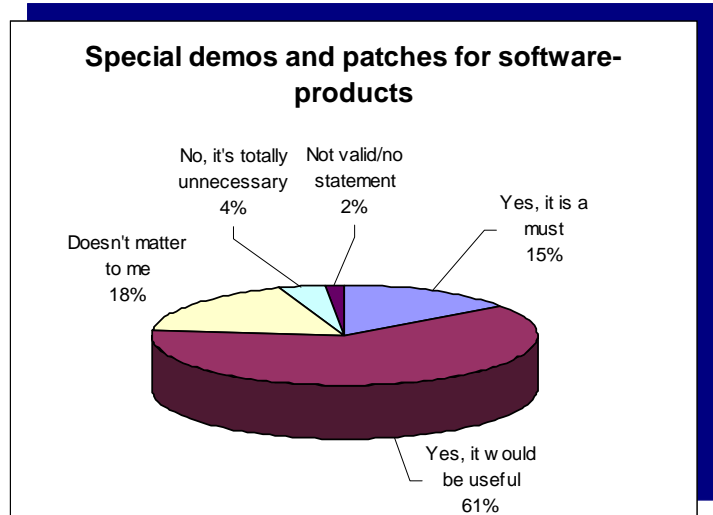
What do you think about the special services offered in Members' Area?

6a) Restricted discussion forum coached by Quality Experts



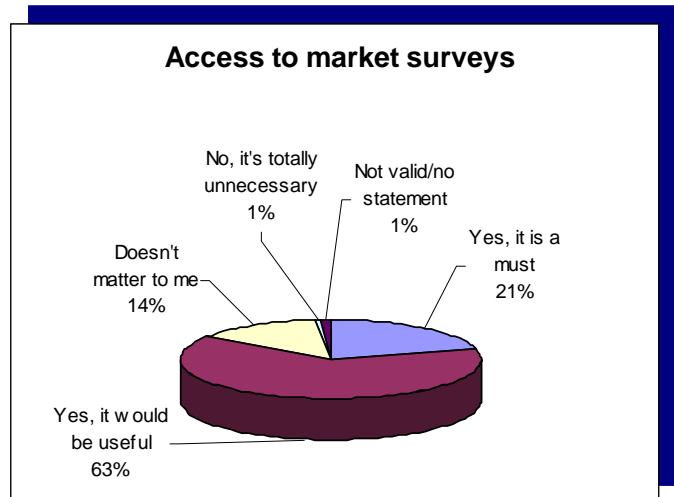
69% think that a discussion forum restricted to the portal-members would be useful or even a must. 21% think that they are not affected by this service and only 8% are of the opinion that a restricted discussion forum is totally unnecessary for them.

6b) Special demos and patches for software-products



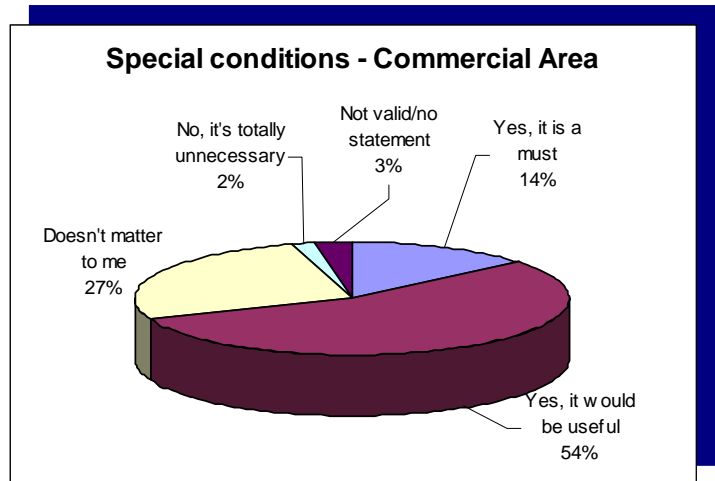
76% of the questioned companies stated that special demos and patches for software-products would be useful or even a must. Only 4% answered definitely that this service is not interesting for them.

6c) Access to market surveys done by the Portal-partners



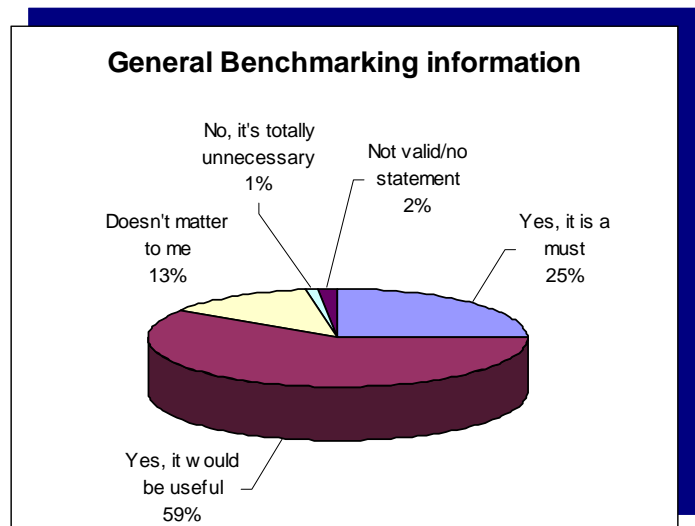
One of the most important services in the members' area is 'access to market surveys done by the Portal-partners', which 21% estimate as a must and 63% as useful. Only 1% of the questioned companies definitely stated that this service is absolutely not interesting for them.

6d) Special conditions for offers in Commercial Area



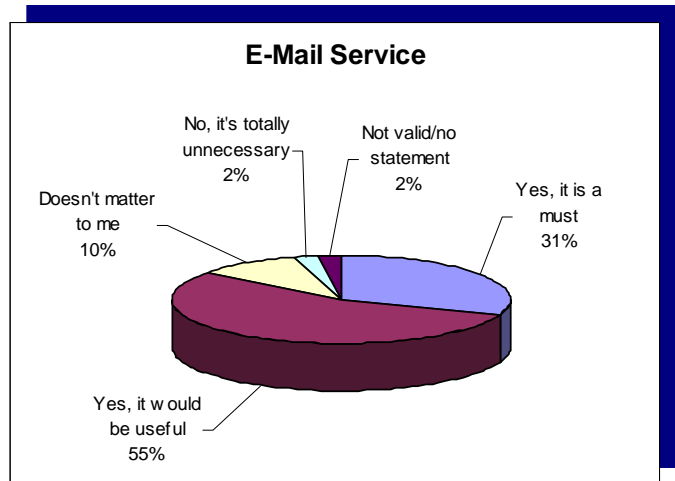
68% of the questioned companies think that 'special conditions in the commercial area' are useful or even a must. Only 2% stated that this service would be unnecessary.

6e) General Benchmarking information



Another essential service in the members' area is to provide general benchmarking information. 25% think that this is a must and another 59% that it would be useful. Only one single nomination estimated this service as totally unnecessary.

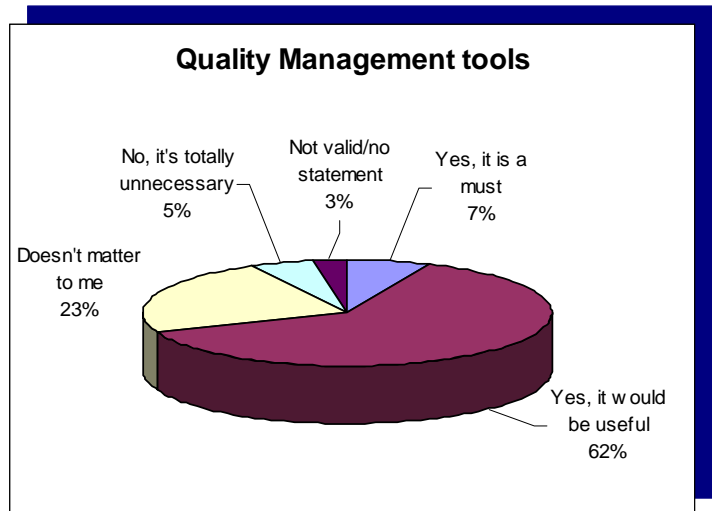
6f) E-Mail service which informs you about events, new tools and new contents etc. on topics selected by you



The most-demanded service in the members' area is an e-mail service which informs about events, new tools and new contents etc. on topics selected by the portal-members themselves. 31% stated that this service is a must, another 55% that it would be useful. This means that a total of 86% is interested in this e-mail service.

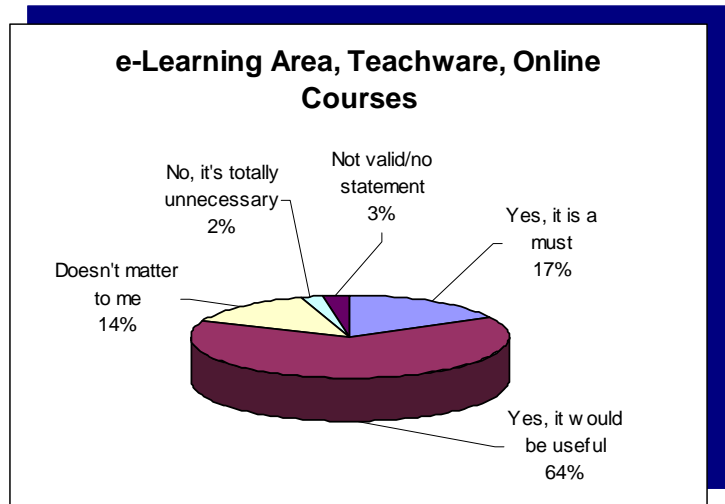
What do you think about the special services offered in Commercial Area?

8a) Quality Management tools to buy or rent



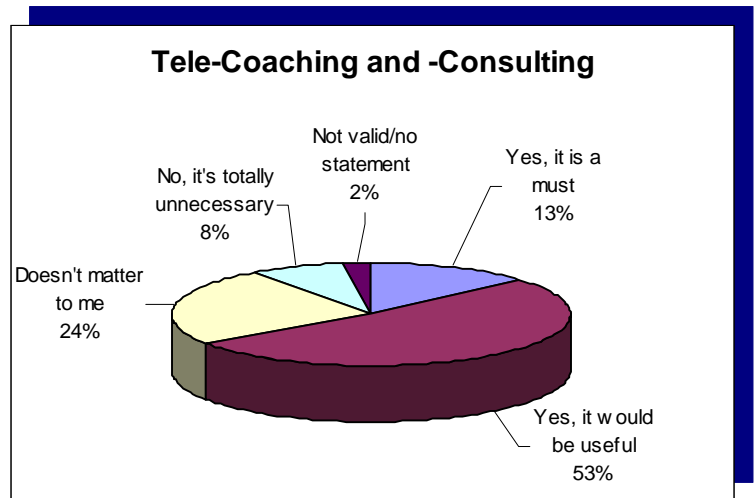
69% of the questioned companies think that 'quality management tools to buy or rent' are an essential service in the commercial area. Only 5% stated that this kind of service is unnecessary for them.

8b) e-Learning Area, Teachware, Online Courses



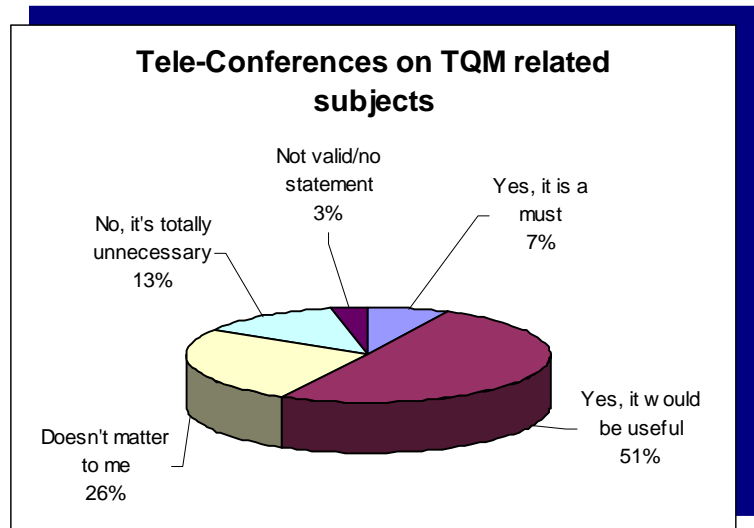
The most important service in the commercial area is the ‘e-learning area, Teachware and online courses’-service – 17% of the European companies, which filled out our questionnaire, stated that this service is a must, 64% that it would be useful. Only 4 of the questioned 180 companies thought that ‘e-learning area, Teachware and online courses’ were absolutely unnecessary for them.

8c) Tele-Coaching and -Consulting



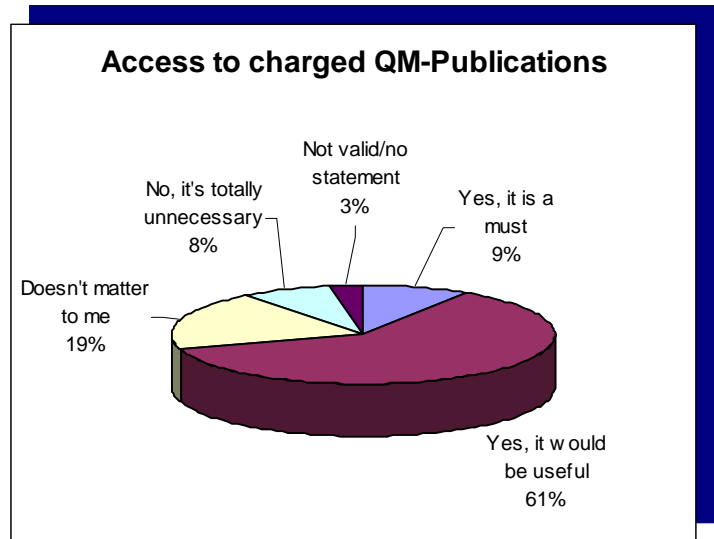
66% of the questioned European companies think that Tele-Coaching and –Consulting is a must or at least useful for them. 24% answered that they are not affected by this service.

8d) Tele-Conferences on TQM related subjects



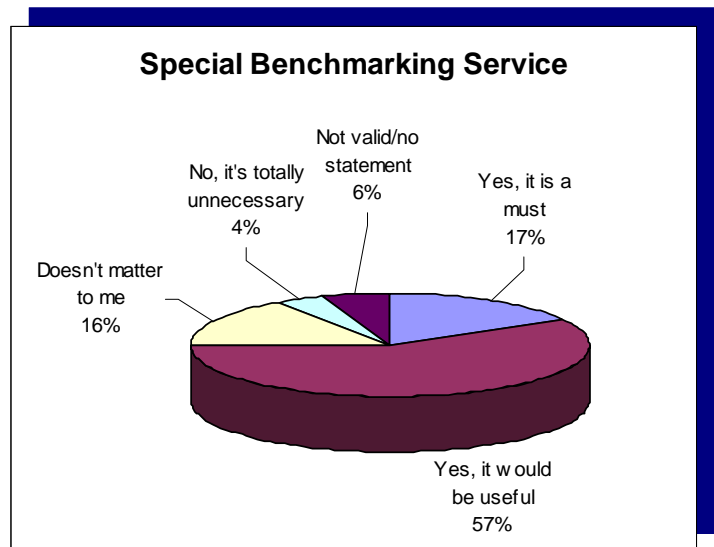
58% of the questioned companies are interested in Tele-Conferences on TQM related subjects, 26% think that they are not affected by this service and 13% think that this service is unnecessary for them.

8e) Access to charged QM-Publications



Access to charged QM-publications is an essential service for the European companies. 70% answered that this service is a must or at least useful for them.

8f) Special Benchmarking Service



A very demanded service in the commercial area is a special benchmarking service. 74% of the questioned companies stated that this service would be useful for them – for 17% of the 74% it is even a must.