

BEN TQM-Survey Report-1

BEN Survey Sample

Total answers : 65

3/4 3/4

English Sample

Total answers : 10

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

German Sample

Total answers : 42

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Spanish Sample

Total answers : 8

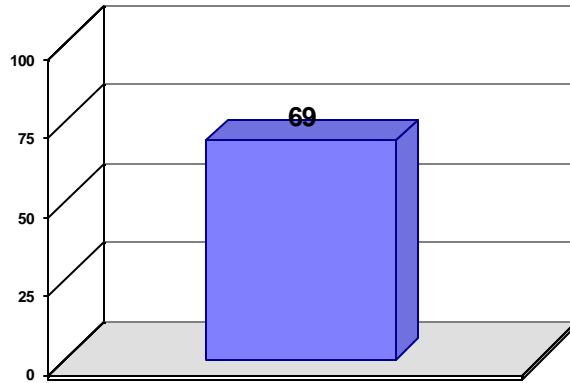
3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Portuguese Sample

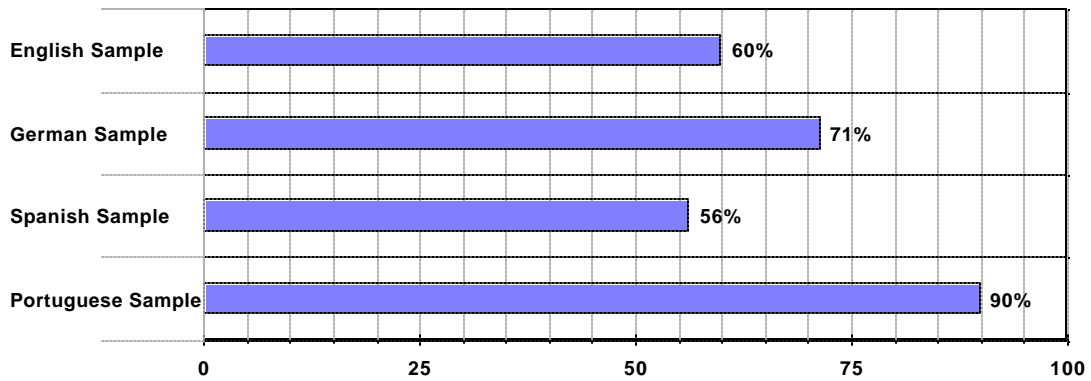
Total answers : 5

3/4 3/4 3/4 3/4 3/4

1. Has your company installed a formal quality management program?

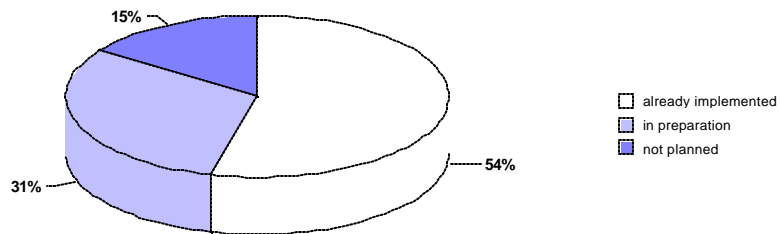


Result average



0% = not planned ... 100% = already implemented

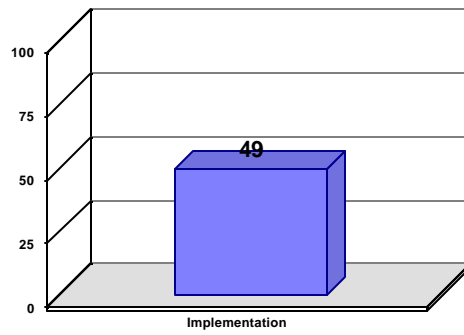
Result average



Distribution in %

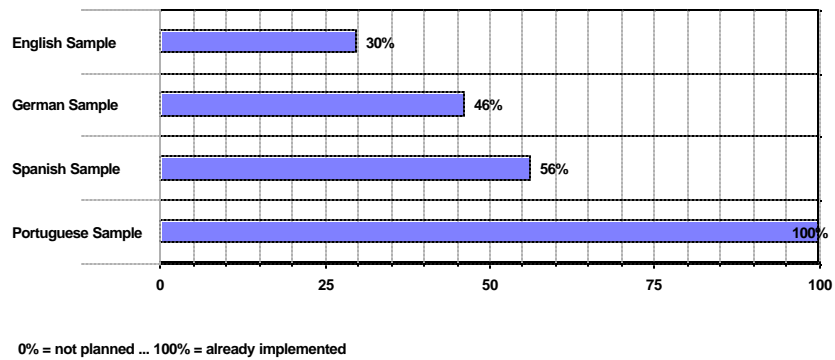
2. Which quality standards have already been implemented or are planned to be implemented within the next three years ?

ISO 9000



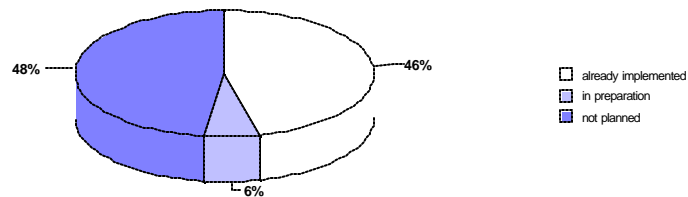
Result average

Implementation



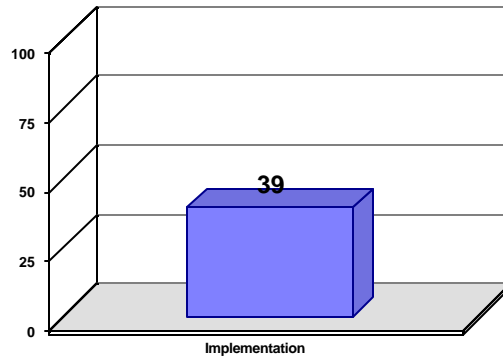
Result average

Implementation



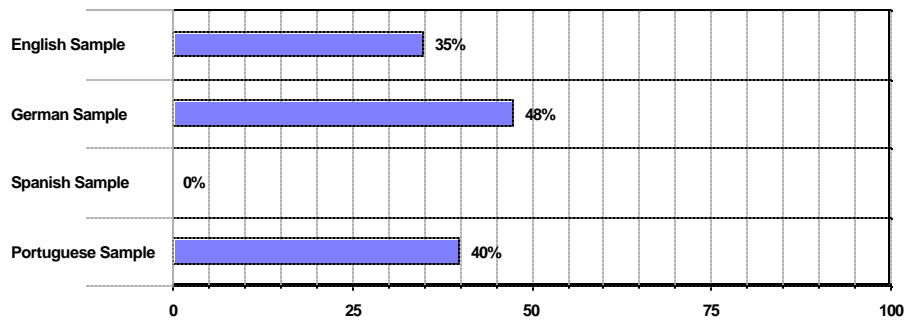
Distribution in %

ISO 9000:2000



Result average

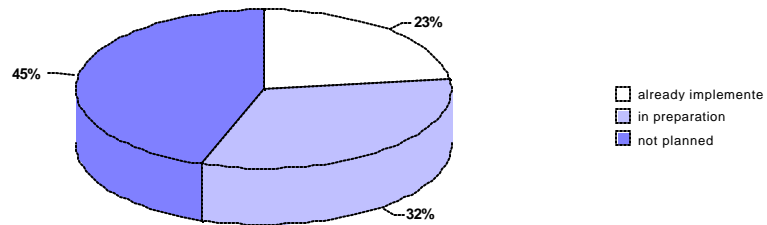
Implementation



0% = not planned ... 100% = already implemented

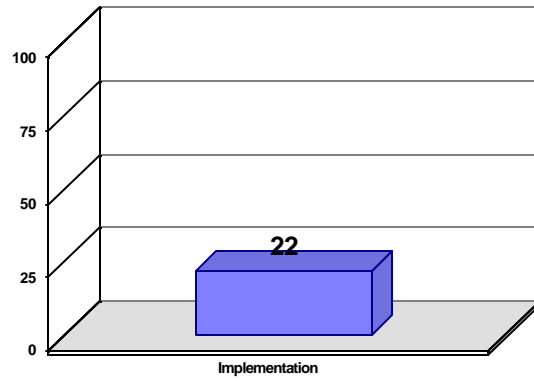
Result average

Implementation



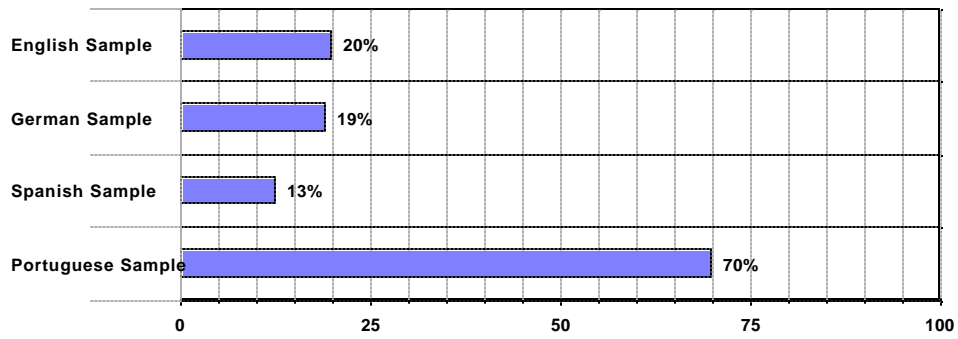
Distribution in %

ISO 14000



Result average

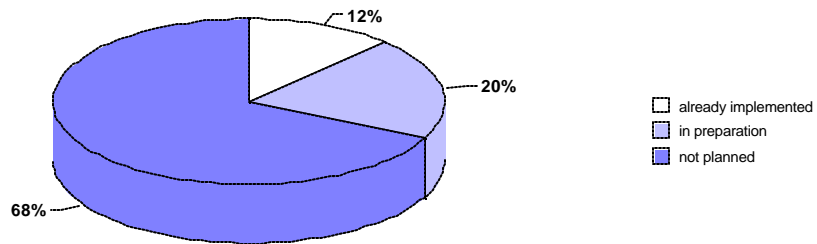
Implementation



0% = not planned ... 100% = already implemented

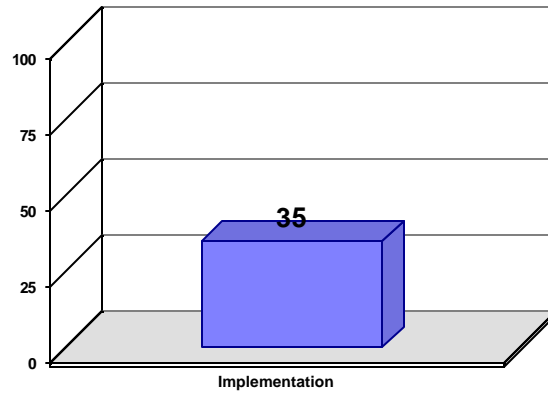
Result average

Implementation



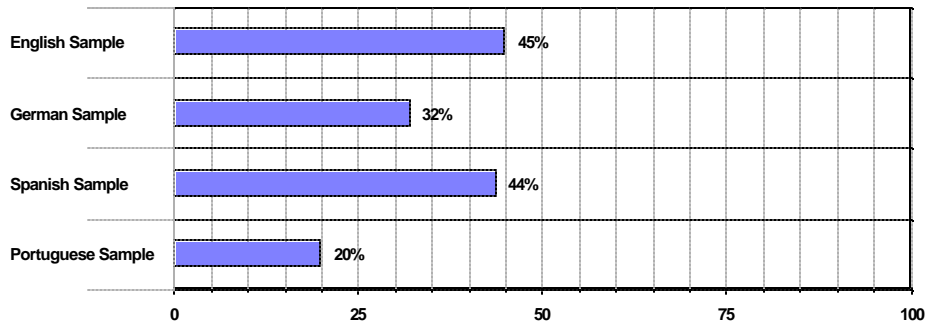
Distribution in %

EFQM



Result average

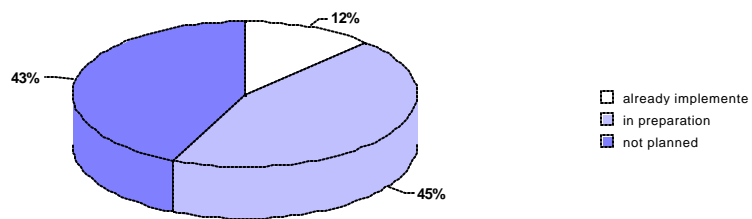
Implementation



0% = not planned ... 100% = already implemented

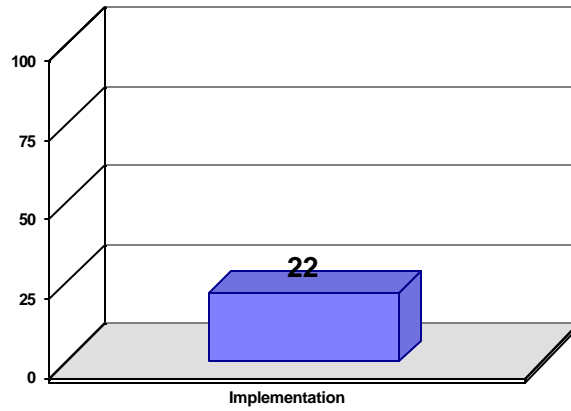
Result average

Implementation



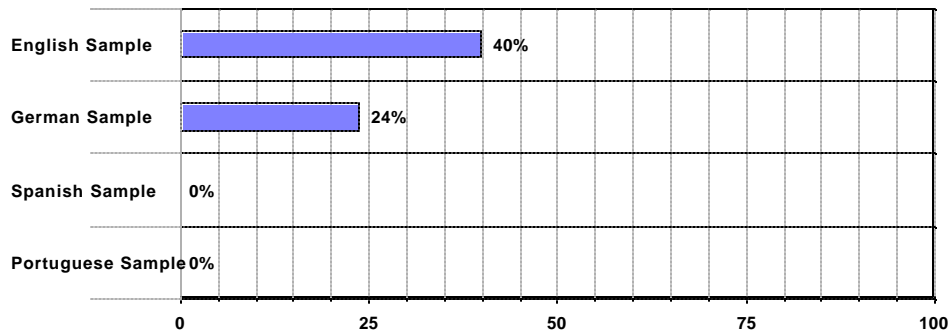
Distribution in %

Others:



Result average

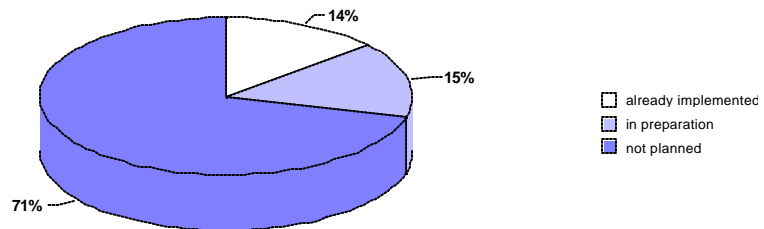
Implementation



0% = not planned ... 100% = already implemented

Result average

Implementation



Distribution in %

Answers to details on "others":

AS9100 A

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

CMM

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Six Sigma, Balanced Scorecard

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

CMM

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Eine BSC wurde im Vorjahr als zusätzliches Führungsinstrument implementiert

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Zertifizierung nach EfbV

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Fit für Spitzenleistung

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Fit für Spitzenleistung

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

ISO/TS 16949:2002

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

EDUQUA

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

ISO TS 16949

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Ohsas 18001.1996

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Adaptierte EFQM-Version oder CAF

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

EMAS2

3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

prozessspezifische

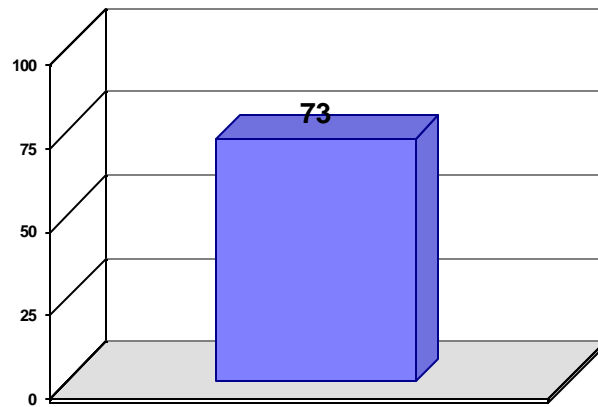
3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Balanced Scorecard

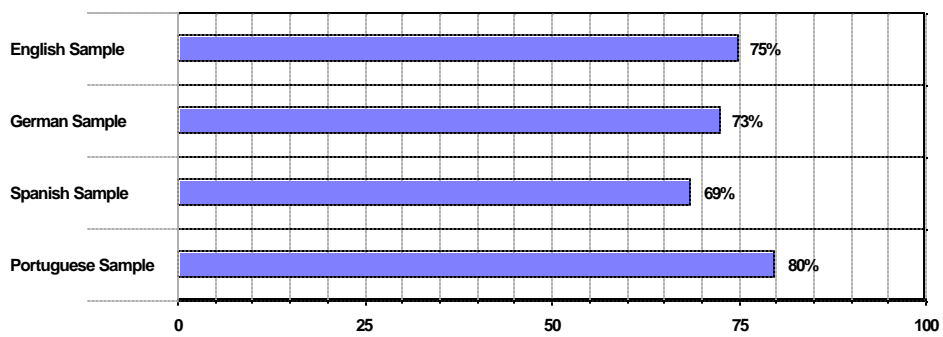
3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4 3/4

Orientierung am BDU-Standardwerk "Qualitätsmanagement in der Unternehmensberatung"

3. Did you implement a process for improvement suggestions in your organisation ?

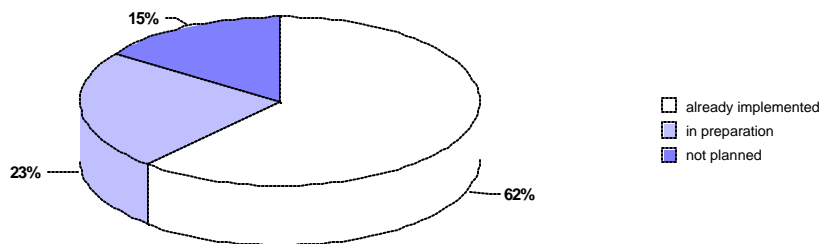


Result average



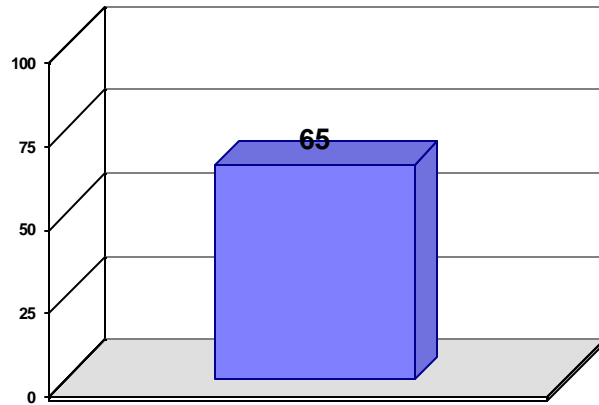
0% = not planned ... 100% = already implemented

Result average

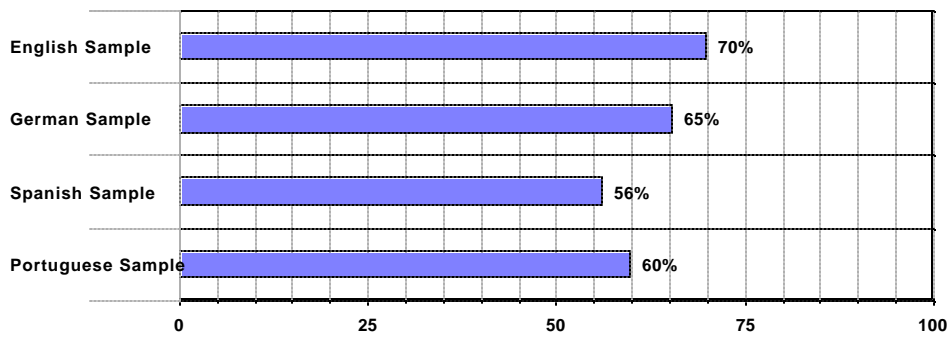


Distribution in %

4. Are you using a systematic approach for implementing a continuous improvement scheme in your organisation ?

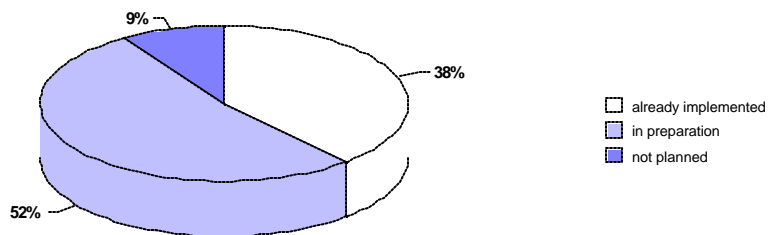


Result average



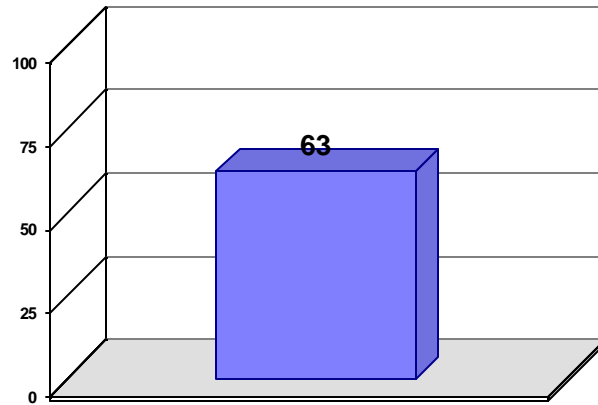
0% = not planned ... 100% = already implemented

Result average

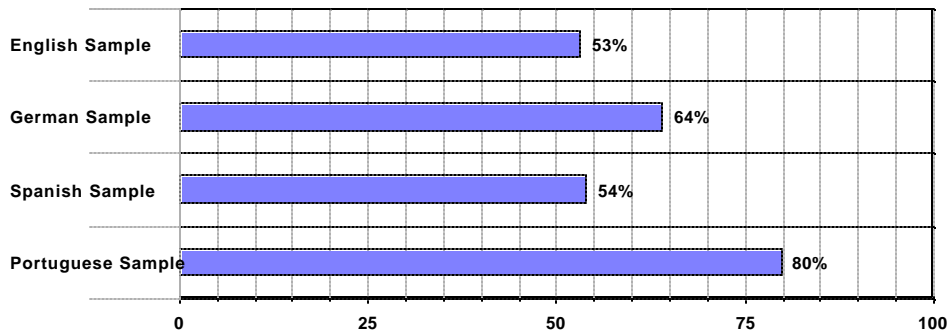


Distribution in %

5. How well do you know the EFQM Model of Excellence ?

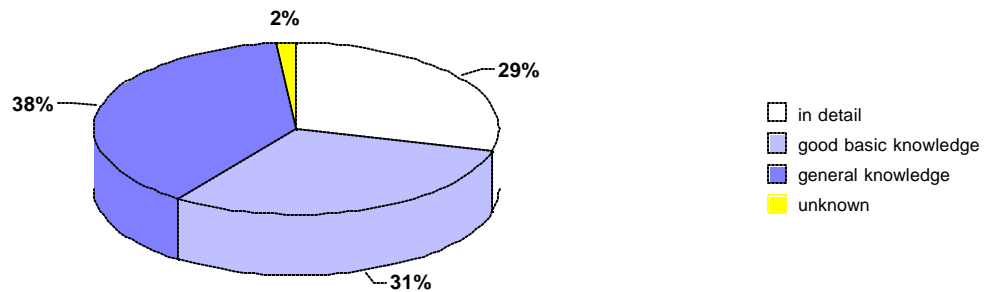


Result average



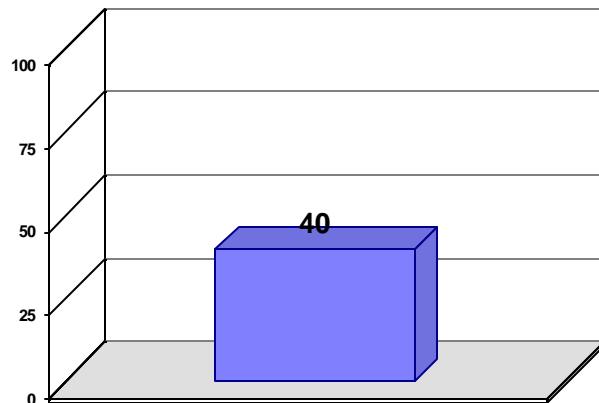
0% = unknown ... 100% = in detail

Result average

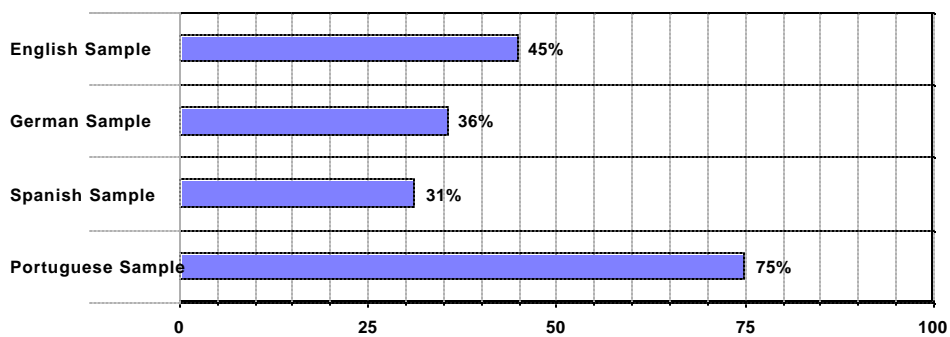


Distribution in %

6. How many Self-Assessments did you do ?

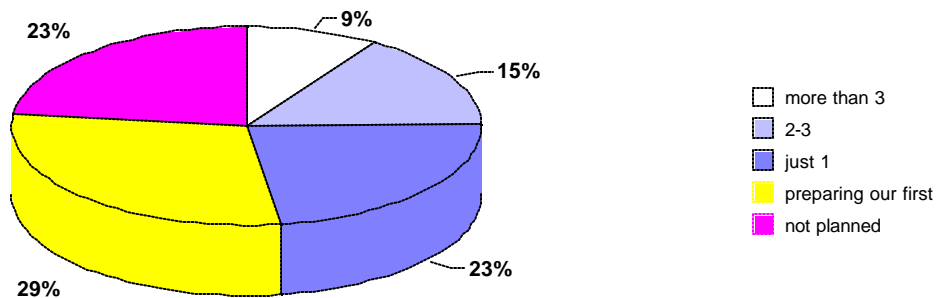


Result average



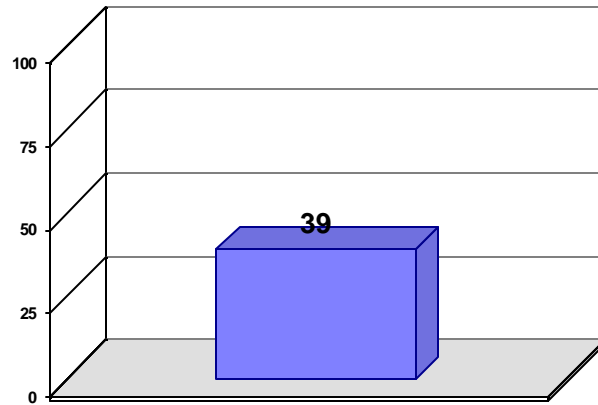
0% = not planned ... 100% = more than 3

Result average

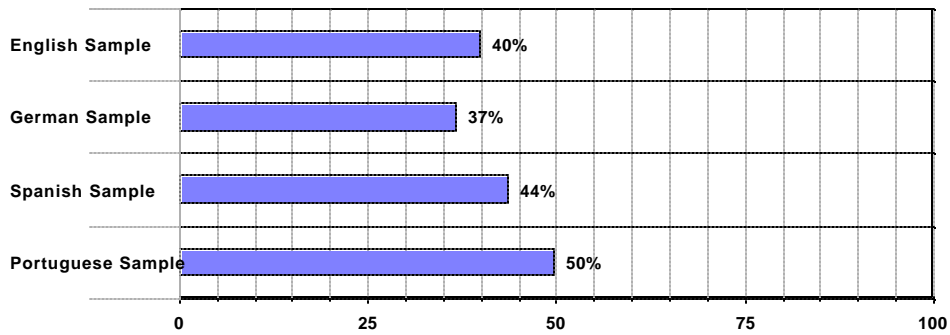


Distribution in %

7. How often do you survey your customers ?

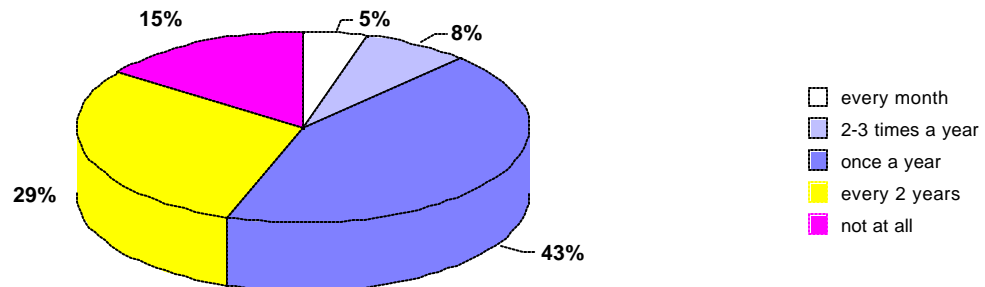


Result average



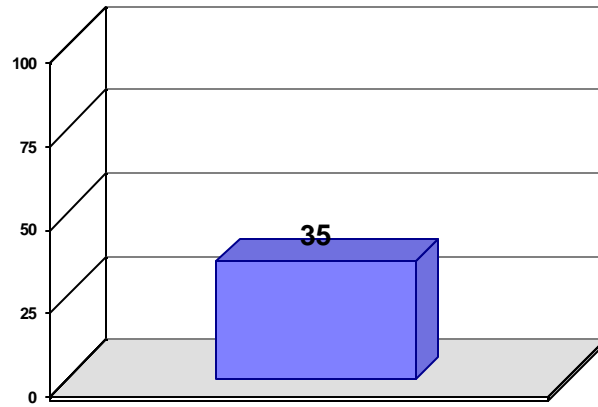
0% = not at all ... 100% = every month

Result average

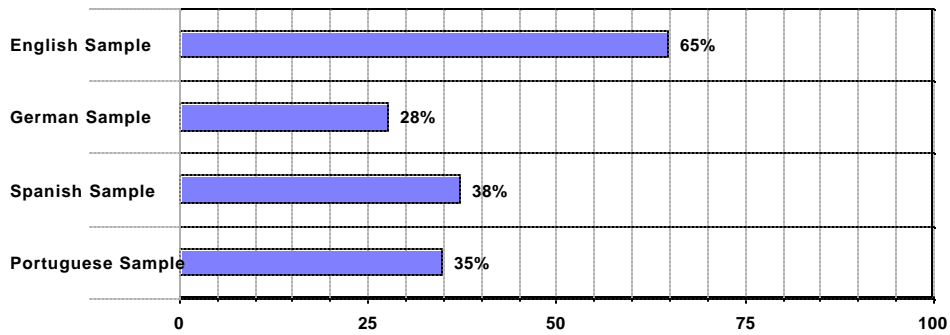


Distribution in %

8. How often do you survey your employees ?

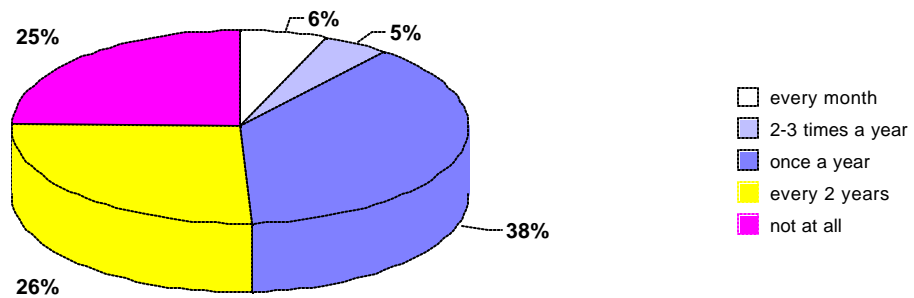


Result average



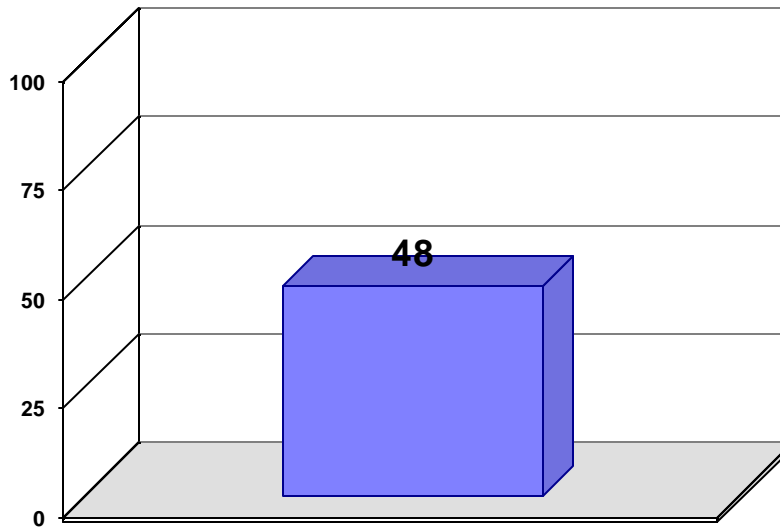
0% = not at all ... 100% = every month

Result average

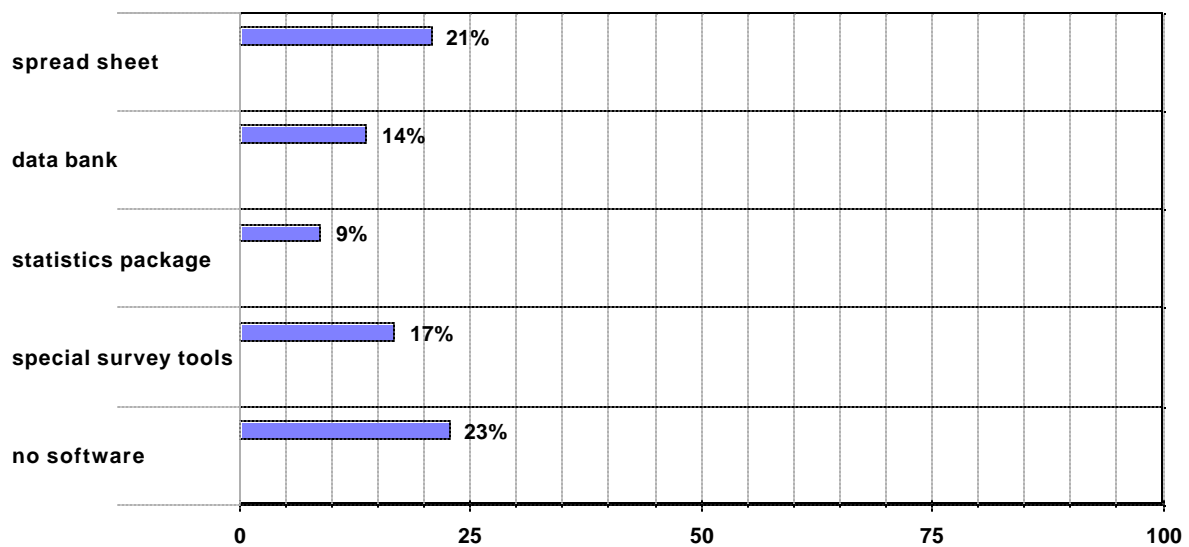


Distribution in %

9. Do you currently use a software program to support your surveys and their analysis?

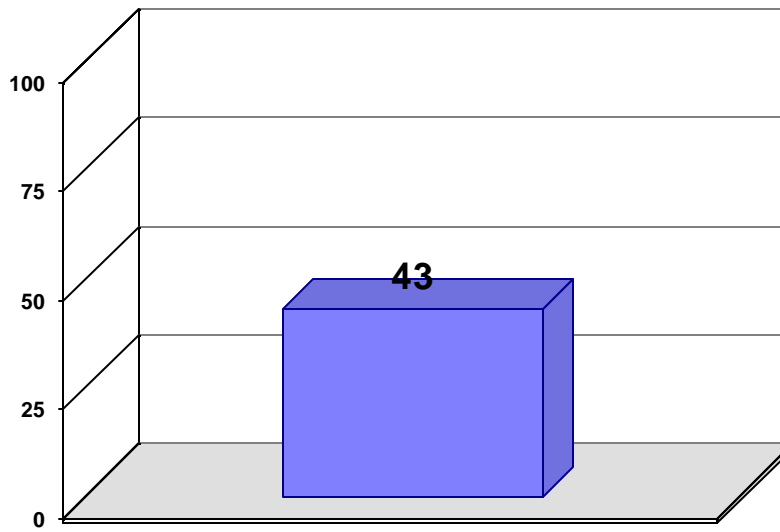


Result average

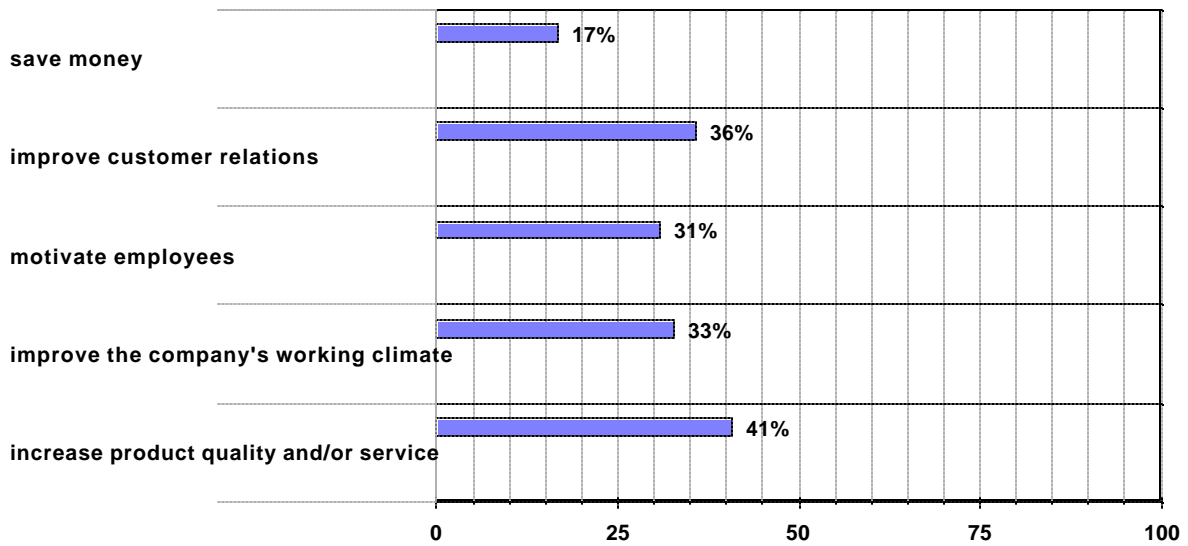


Distribution in %

10. How can one benefit from TQM ?

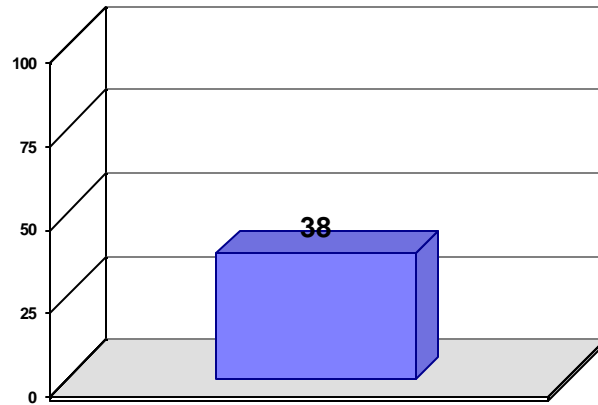


Result average

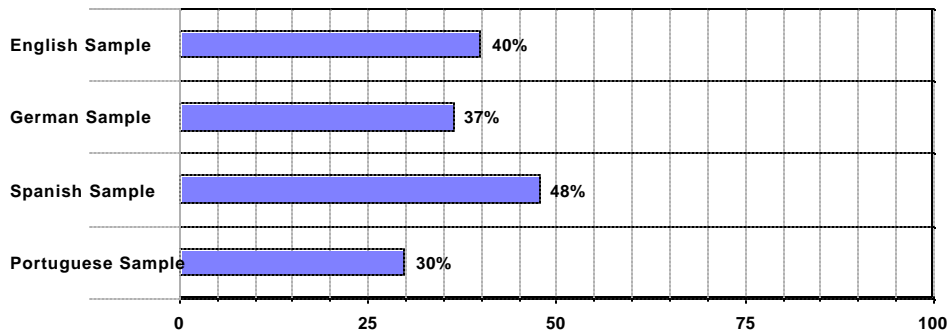


Distribution in %

11. How would you rate TQM costs (turnover %)?

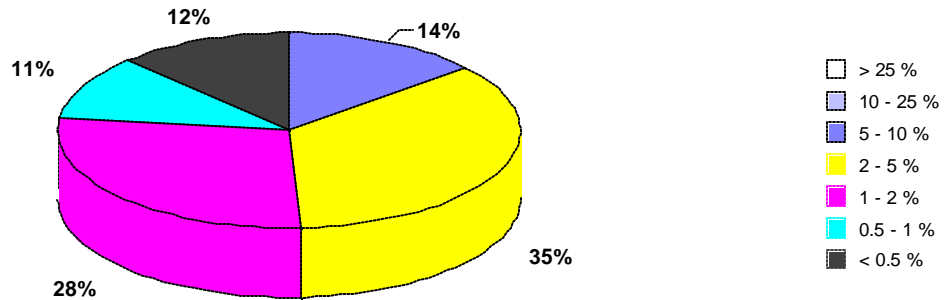


Result average



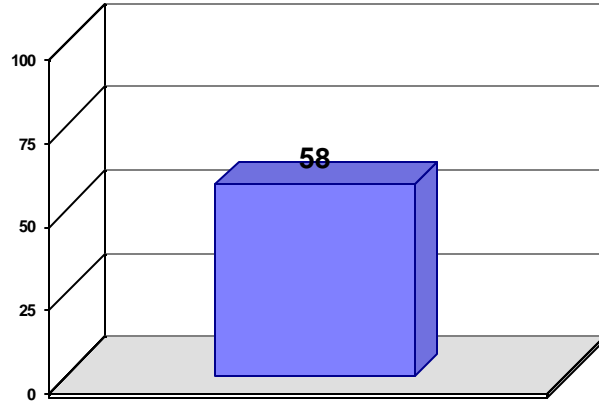
0% = < 0.5 % ... 100% = > 25 %

Result average

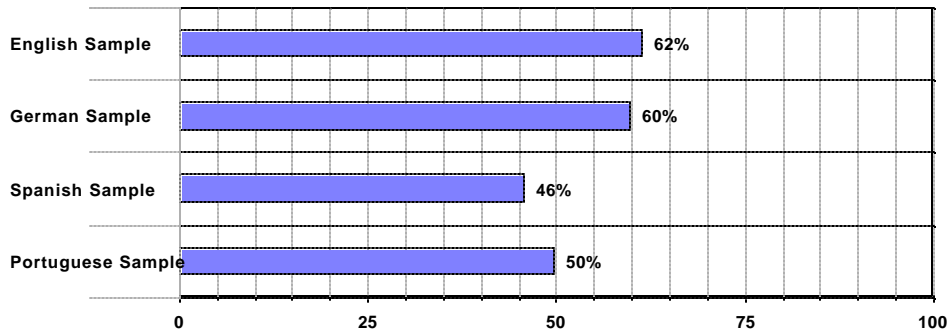


Distribution in %

12. To what extent does a TQM system reduce follow-up costs which are created by missing quality (e.g. warranty, loss of image, additional services, debugging, product improvement) ?

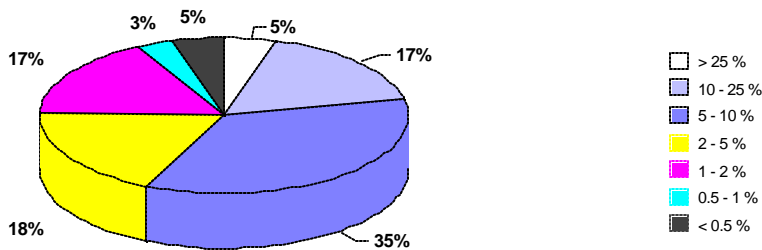


Result average



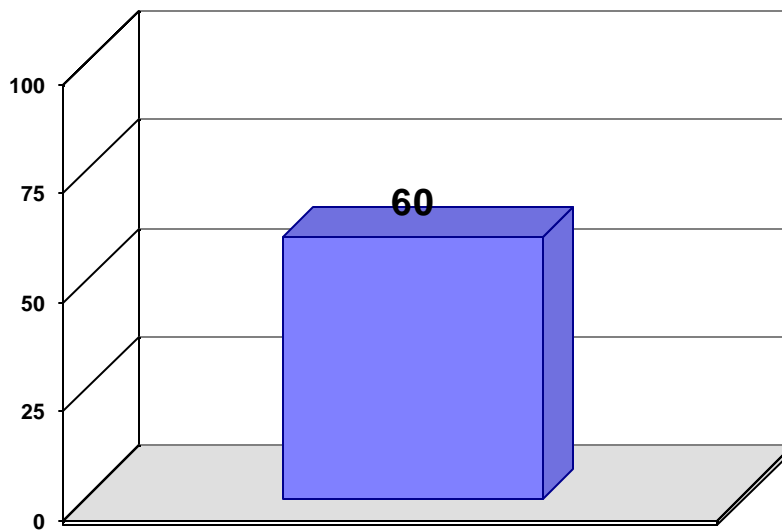
0% = < 0.5 % ... 100% = > 25 %

Result average

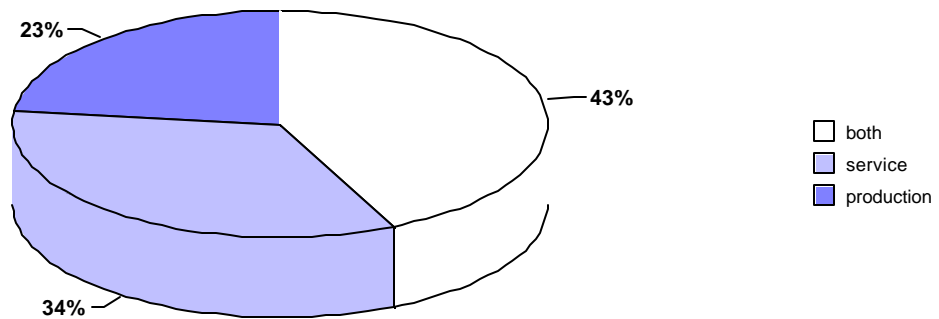


Distribution in %

13. To which of the following areas does your company belong to ?

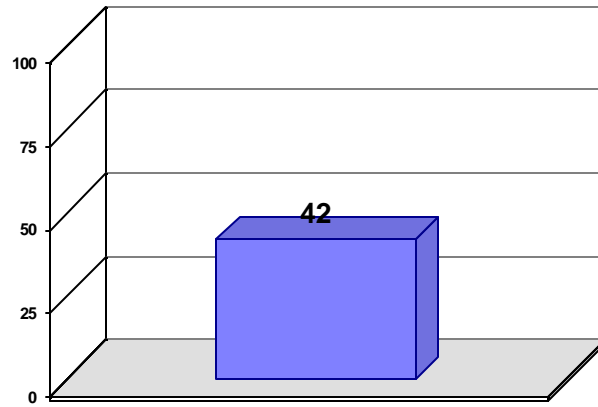


Result average

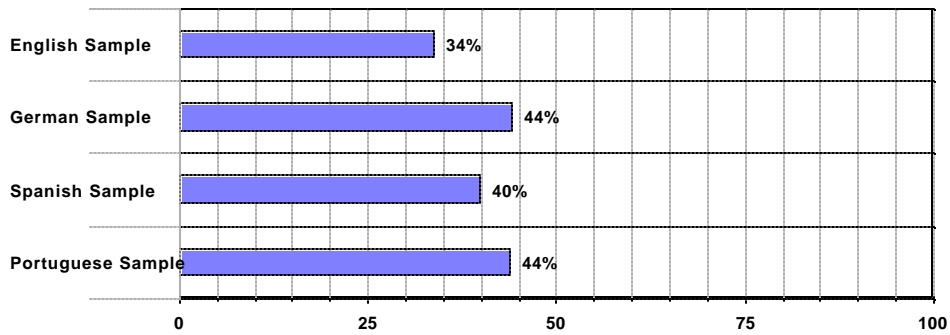


Distribution in %

14. How many people are employed by your company ?

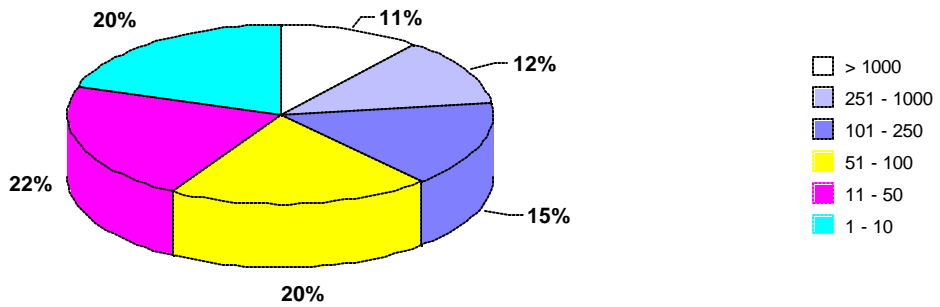


Result average



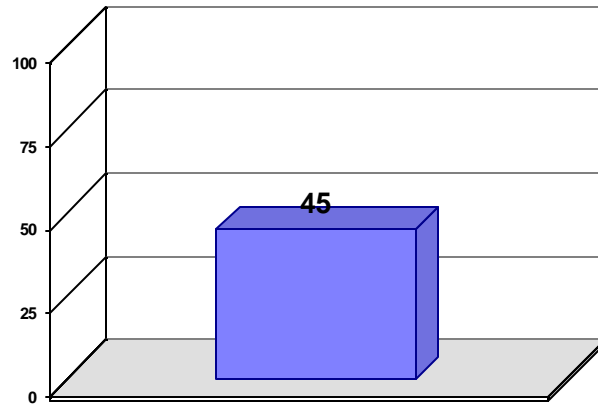
0% = 1 - 10 ... 100% = > 1000

Result average

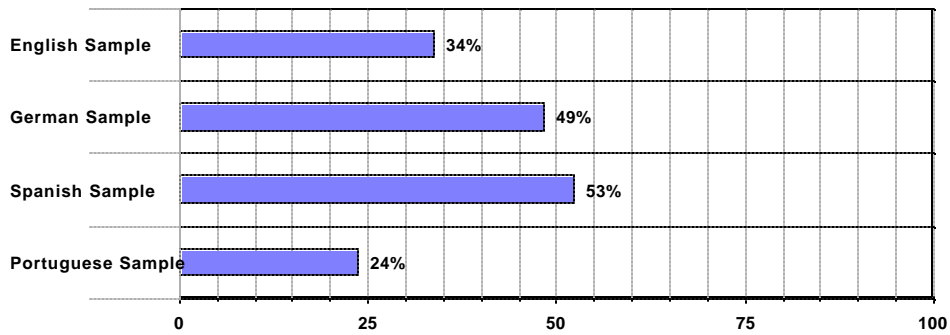


Distribution in %

15. What is your average turnover (in EUR) ?

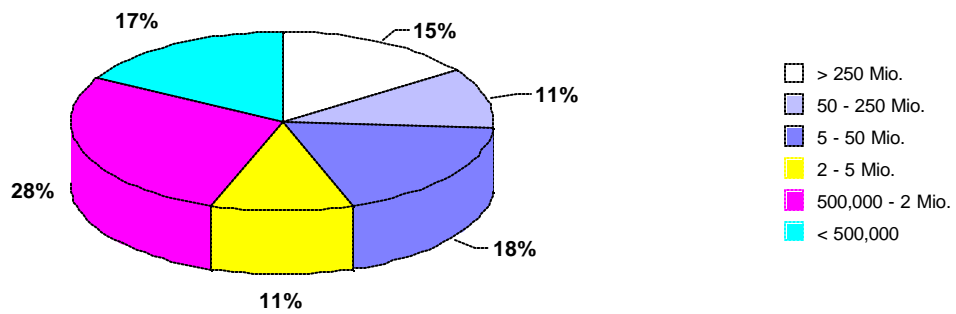


Result average



0% = < 500,000 ... 100% = > 250 Mio.

Result average



Distribution in %