

# OPERATIONAL PROCESSES QUESTIONNAIRE

Answer the questions here to get a better understanding of your operational, customer, relationship, and innovation processes.

HOW GOOD IS YOUR COMPANY AT...?						
	STRENGTHS		WEAKNESSES		CRITICAL TO YOUR GROWTH THIS YEAR	
	Excellent	Poor	Fair	Poor	Yes	No
Developing and sustaining supplier or vendor relationships						
Efficiently producing products and services						
Effectively delivering your product or service to your customer						
Effectively managing operating risk						
Effectively selecting, acquiring and retaining your customers						
Growing relationships with your customers						
Effectively managing your environmental and community involvement						
Effectively managing your alliance relationships						
Managing and completing the key projects deemed critical						
Efficiently innovating and bring new products and service to market						
Leveraging technology to improve operational efficiency						
Consistently and continually communicating the company's key initiative to everyone on staff						
Enhancing employee productivity						