

HUMAN EXCELLENCE FACTORS. Human factors are those excellence factors related to human behavior that have the possibility of impacting the customer and for the most part are more easily altered or changed with training, or through individual changes in behavior. These are the easiest excellence factors to improve and represent a fast opportunity to achieve higher excellence scores. Evaluate each of these questions and list your current score from the audit. Add up and average the scores at the end of this list for an overall average of Human Excellence Factors.

Q4. The Supplier's personnel have detailed product/service line knowledge Current Score _____

Q2. The Supplier provides products/services error free. Current Score _____

Q9. The Supplier delivers early or on time. Current Score _____

Q19. The Supplier's environment feels warm and welcoming. Current Score _____

Q20. The Supplier's environment feels physically and psychologically safe. Current Score _____

Q25. The Supplier maintains the professional appearance expected. Current Score _____

Q26. The Supplier is consistently courteous and attentive. Current Score _____

Q27. The Supplier is consistently friendly and enthusiastic. Current Score _____

Q28. The Supplier consistently demonstrates an attitude of service. Current Score _____

Q30. The Supplier is honest with its customers. Current Score _____

Q32. The Supplier takes immediate responsibility and corrective action when outcomes are not achieved. Current Score _____

Q33. The Supplier has excellent teamwork between its workers and departments. Current Score _____

Q35. The Supplier's customers experience smooth handoffs between the supplier's departments, divisions and co-workers. Current Score _____

Q36. The Supplier's team perform one another's jobs when necessary to serve the customers well. Current Score _____

ADD UP THE ENTIRE SET OF SCORES LISTED ABOVE FROM YOUR AUDIT AND DIVIDE BY 14: _____

This is your Human Factors Mean Score

PROCESS EXCELLENCE FACTORS. Process excellence means the way of doing things at an organization. Think of a flow chart of steps in sequence, established policies for doing things a certain way or procedures that are repeated the same way each time. While some processes are specifically engineered and designed, others have evolved in an ad hoc fashion and have little logic behind their origins other than ‘that’s the way we have always done it around here’. Evaluating the process factors of the Excellence Audit together as a set can reveal whether or not process shortfalls are present as a pattern throughout the enterprise.

Q2. The Supplier provides products/services error free. Current Score _____

Q3. The Supplier gets it right the first time. Current Score _____

Q8. The Supplier's prices haven't risen disproportionately over time. Current Score _____

Q9. The Supplier delivers early or on time. Current Score _____

Q10. The Supplier optimizes product and service delivery to require the minimum of time for the customer. Current Score _____

Q11. The Supplier is among the most timely available. Current Score _____

Q12. The Supplier will take all the time required when necessary to achieve customer satisfaction. Current Score _____

Q13. The Supplier has optimized processes and systems for the convenience of the customer. Current Score _____

Q14. The Supplier's processes and systems have a logical and sequential flow. Current Score _____

Q15. Interaction with the Supplier is mainly through a single point of contact. Current Score _____

Q16. The Supplier is among the most efficient available. Current Score _____

Q31 The Supplier provides all information and transaction details up front. Current Score _____

Q32 The Supplier takes immediate responsibility and corrective action when outcomes are not achieved. Current Score _____

Q36. The Supplier's team perform one another's jobs when necessary to serve the customer well. Current Score _____

Q37. The Supplier is known for utilizing industry best practices. Current Score _____

Q39. The Supplier promotes a culture of innovation within the organization. Current Score _____

Q40. The Supplier involves customers in generating new ideas for improvement. Current Score _____

ADD UP THE ENTIRE SET OF SCORES LISTED ABOVE FROM YOUR AUDIT AND DIVIDE BY 17: _____

This is your Process Factors Mean Score

STRUCTURAL EXCELLENCE. Structural excellence factors include infrastructure, investments in systems and technology, materials and more that facilitate a higher level of customer satisfaction and excellent product and service delivery

Q1. The Supplier's products/services are among the best available. Current Score _____

Q5. The Supplier's products/services are an excellent value for the cost. Current Score _____

Q6. The Supplier offers value added incentives customers want. Current Score _____

Q7. The Supplier's products/services remain a good value for the long term. Current Score _____

Q17. The Supplier's plant/facilities/office environment is clean and well organized. Current Score _____

Q18. The Supplier's plant/facilities/office environment is aesthetically pleasing. Current Score _____

Q21. It is easy to locate and access the Supplier's products/services & info. Current Score _____

Q22. The Supplier's products/services are available when the customer needs them. Current Score _____

Q34. The Supplier promotes an internal culture of teamwork. Current Score _____

Q37. The Supplier is known for utilizing industry best practices. Current Score _____

Q38. The Supplier continues to offer a product/service that represents the latest and best. Current Score _____

Q39. The Supplier promotes a culture of innovation within the organization. Current Score _____

Q40. The Supplier involves customers in generating new ideas for improvement. Current Score _____

ADD UP THE ENTIRE SET OF SCORES LISTED ABOVE FROM YOUR AUDIT AND DIVIDE BY 12: _____

This is your Structural Factors Mean Score

List and compare each score:

Human Factors _____

Process Factors _____

Structural Factors _____