
EXCELLENCE

Audit

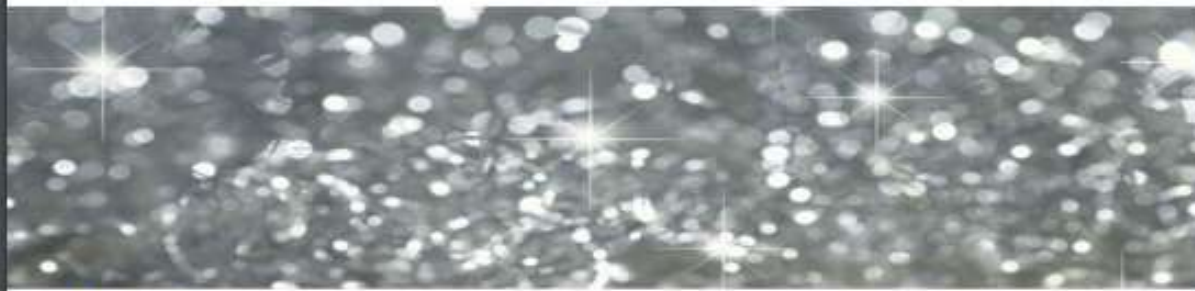
*Measure Your Level Of Excellence
and Improve Your Organization Now*



- **Understand The Ten Values Of Excellence & The Statistical Predictors Of Satisfaction**
- **40 Question Print Ready Internal Audit**
- **Customer Relationship Fundamentals**
- **Calculate Return & Recommend Rate**
- **Customer Satisfaction Improvement Guide**
- **Help Improving Your Business and more..**

The Ten Values Of Excellence

Customers define a supplier as 'World Class' when they rate highly in these ten areas of satisfaction. World Class Suppliers enjoy the highest customer preference, loyalty, return & recommend rates, and success. Championing The Ten Values Of Excellence in your organization is called World Class Leadership.



Quality - Customers want it right the first time with zero mistakes, defects or inaccuracies, consistent with the best available anywhere.

Value - Customers want the price paid to be the best price available, to be historically appropriate and they want the product or service to remain a good value over the long term.

Timeliness - Customers want all interactions with the supplier to be on time, to take the minimum time but when needed, they want the supplier to take all the time necessary to achieve satisfaction.

Efficiency - Customers want to interact with processes that are as simple and linear as possible, and ideally with one interaction and a single point of contact.

Environment - Customers want the supplier's environment and plant to be aesthetically pleasing and well organized, physically and psychologically safe, warm and welcoming.

Connection - Customers want to be able to access the supplier easily and at their convenience, without barriers to accessing products, services, information or individual supplier representatives.

Self Management - Customers want the supplier to be well mannered, courteous and attentive, have an appearance consistent with the best in the industry and have an attitude of service.

Commitment - Customers want the supplier to demonstrate that they have their best interests in mind over the long term, to be honest and up front with all terms and conditions and to take responsibility when things go wrong.

Interdepartmental Teamwork - Customers want consistent quality interactions with all of the supplier's departments and personnel and expects these departments and personnel to cooperate well together to meet the customer's needs.

Innovation - Customers want the supplier to utilize best practice technology, processes and equipment and to demonstrate continuous improvement and optimization.

BartBerry
TRAINING & CONSULTING

Helping Organizations Reach Their Potential

BartBerryConsulting@Gmail.com BartBerry.com Copyright 2000 Bart Allen Berry

-Directions-

Stand back and take an objective look at the organization, department, division or employee you want to audit as 'the supplier' (this is the term utilized throughout the audit).

Think about your own knowledge and experience, and imagine yourself as the customer of it based upon customer experiences you know, have heard about or have insight into.

Be honest, be objective, and answer each of the questions as best you can.

There are 40 questions total with 4 questions for each of the Ten Values Of Excellence

Name of the subject of the audit (Your Restaurant etc.):

Circle the number from 1 (least extent or lowest) to 10 (highest extent or most) for each question.

Afterwards, calculate your mean scores for each of the Values Of Excellence and then calculate your overall mean score combining the scores for all ten.

Follow the directions to plot your scores on the World Class Leadership Impact Chart that follows.

Then read the guidelines for interpretation and business improvement.



Quality

1) The Supplier's products or services are among the best available.

1 2 3 4 5 6 7 8 9 10

2) The Supplier provides products or services error free/right the first time.

1 2 3 4 5 6 7 8 9 10

3) The Supplier's products or services meet customer expectations as promised.

1 2 3 4 5 6 7 8 9 10

4) The Supplier's personnel demonstrate systems and product line knowledge.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Value

5) The Supplier's products or services are an excellent value for the cost.

1 2 3 4 5 6 7 8 9 10

6) The Supplier offers value added incentives customers want.

1 2 3 4 5 6 7 8 9 10

7) The Supplier's products or services remain a good value over the long term.

1 2 3 4 5 6 7 8 9 10

8) The Supplier's prices haven't risen disproportionately over time.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Timeliness

9) The Supplier delivers early or on time.

1 2 3 4 5 6 7 8 9 10

10) The Supplier optimizes product and service delivery to require the minimum of time for the customer.

1 2 3 4 5 6 7 8 9 10

11) The Supplier is among the most timely available.

1 2 3 4 5 6 7 8 9 10

12) The Supplier will take all the time required when necessary to achieve customer satisfaction.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Efficiency

13) The Supplier has optimized processes and systems for the convenience of the customer.

1 2 3 4 5 6 7 8 9 10

14) The Supplier's processes and systems have a logical and sequential flow.

1 2 3 4 5 6 7 8 9 10

15) Interaction with the Supplier is through a single point of contact.

1 2 3 4 5 6 7 8 9 10

16) The Supplier is among the most efficient available.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Environment

17) The Supplier's plant/facilities/office is clean and well organized.

1 2 3 4 5 6 7 8 9 10

18) The Supplier's plant/facilities/office environment is aesthetically pleasing.

1 2 3 4 5 6 7 8 9 10

19) The Supplier's environment feels warm and welcoming.

1 2 3 4 5 6 7 8 9 10

20) The Supplier's environment feels physically and psychologically safe.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Connection

21) It is easy to locate and access the Supplier's products/services & info.

1 2 3 4 5 6 7 8 9 10

22) The Supplier's products/services are available when customer needs them.

1 2 3 4 5 6 7 8 9 10

23) The Supplier utilizes convenient up to date technology to communicate.

1 2 3 4 5 6 7 8 9 10

24) The Supplier is personally available to communicate with customers.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Self Management

- 25) The Supplier maintains the professional appearance expected.
1 2 3 4 5 6 7 8 9 10
- 26) The Supplier is consistently courteous and attentive.
1 2 3 4 5 6 7 8 9 10
- 27) The Supplier is consistently friendly and enthusiastic.
1 2 3 4 5 6 7 8 9 10
- 28) The Supplier consistently demonstrates an attitude of service.
1 2 3 4 5 6 7 8 9 10
- Add the total of scores and divide by 4 to get the category mean score _____

Commitment

- 29) The Supplier demonstrates that they have the customer's interests in mind.
1 2 3 4 5 6 7 8 9 10
- 30) The Supplier is honest with it's customers.
1 2 3 4 5 6 7 8 9 10
- 31) The Supplier provides all information and transaction details up front.
1 2 3 4 5 6 7 8 9 10
- 32) The Supplier takes immediate responsibility and corrective action when outcomes are not achieved.
1 2 3 4 5 6 7 8 9 10
- Add the total of scores and divide by 4 to get the category mean score _____

Teamwork

- 33) The Supplier has excellent teamwork between it's workers and departments.
1 2 3 4 5 6 7 8 9 10
- 34) The Supplier promotes a culture of teamwork with its' vendors.
1 2 3 4 5 6 7 8 9 10
- 35) The Supplier's customers experience smooth handoffs between the supplier's departments, divisions and co-workers.
1 2 3 4 5 6 7 8 9 10
- 36) The Supplier's team perform one another's jobs when necessary to serve the customer well.
1 2 3 4 5 6 7 8 9 10
- Add the total of scores and divide by 4 to get the category mean score _____

Innovation

37) The Supplier is known for utilizing industry best practices and technology.

1 2 3 4 5 6 7 8 9 10

38) The Supplier continues to offer a product/service that is up to date.

1 2 3 4 5 6 7 8 9 10

39) The Supplier promotes a culture of innovation with its' personnel.

1 2 3 4 5 6 7 8 9 10

40) The Supplier involves customers in generating new ideas for improvement.

1 2 3 4 5 6 7 8 9 10

Add the total of scores and divide by 4 to get the category mean score _____

Add the *total of all mean scores* and divide by 10

to get your Overall Mean Score _____

> Plot your results on the Excellence Impact Chart and read the interpretation of your results.

> Draw in a circle corresponding to your overall mean score.

> Plot each question score as a point on the chart.

> Draw a line from the overall mean to each point.

> Fill in the mean score calculations for each category and circle the best and worst Value Of Excellence.

(See example)

Organizational Excellence Audit Impact Chart

Overall Mean Score _____

Category Mean Scores

QUALITY _____

VALUE _____

TIMELINESS _____

EFFICIENCY _____

ENVIRONMENT _____

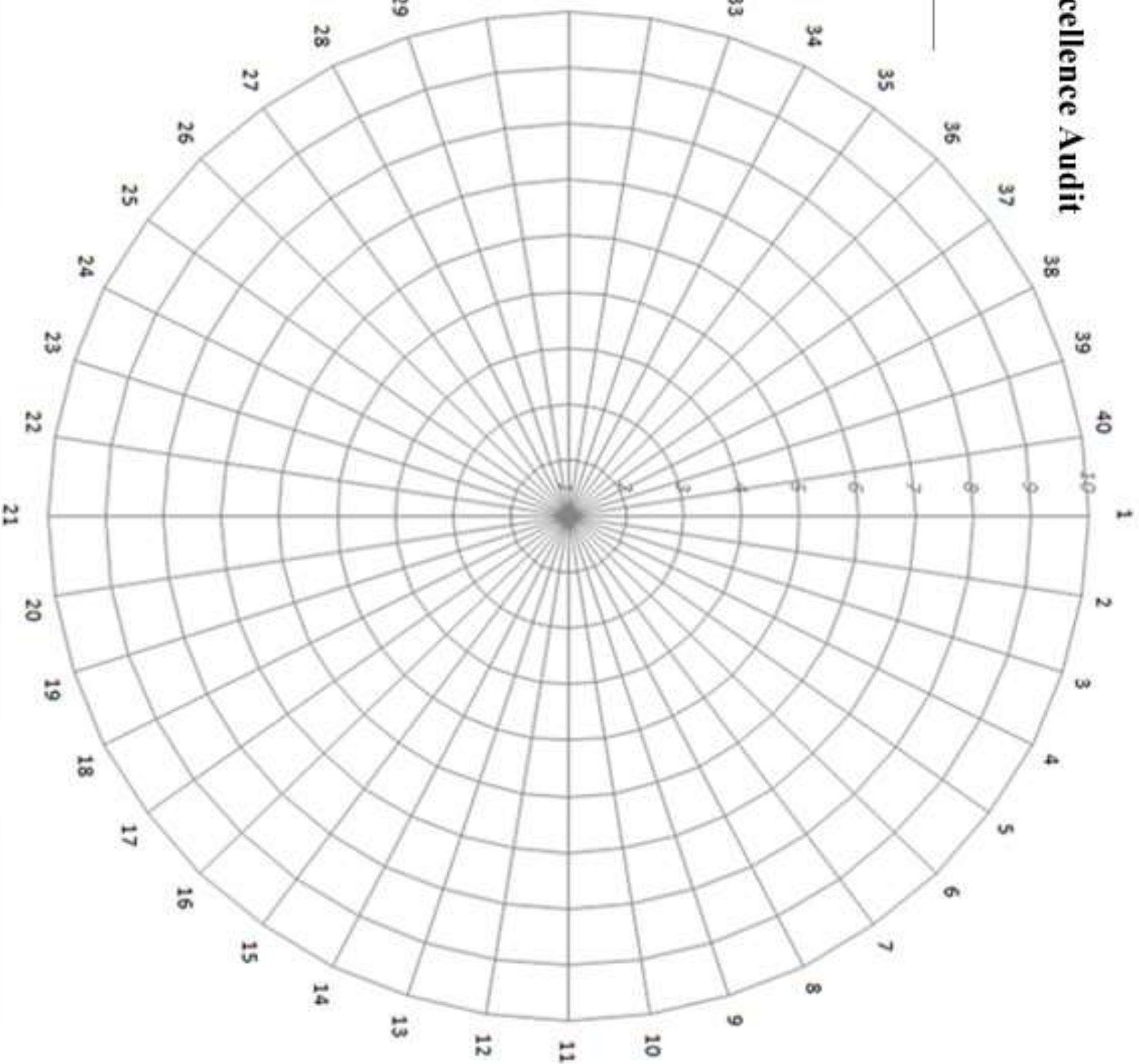
CONNECTION _____

SELF
MANAGEMENT _____

COMMITMENT _____

TEAMWORK _____

INNOVATION _____



Organizational Excellence Audit Impact Chart

Overall Mean Score **6.85**

Category Mean Scores

QUALITY 6.75

VALUE 8.00

TIMELINESS 4.25

EFFICIENCY 5.75

ENVIRONMENT 8.25

CONNECTION 6.75

SELF MANAGEMENT 8.75

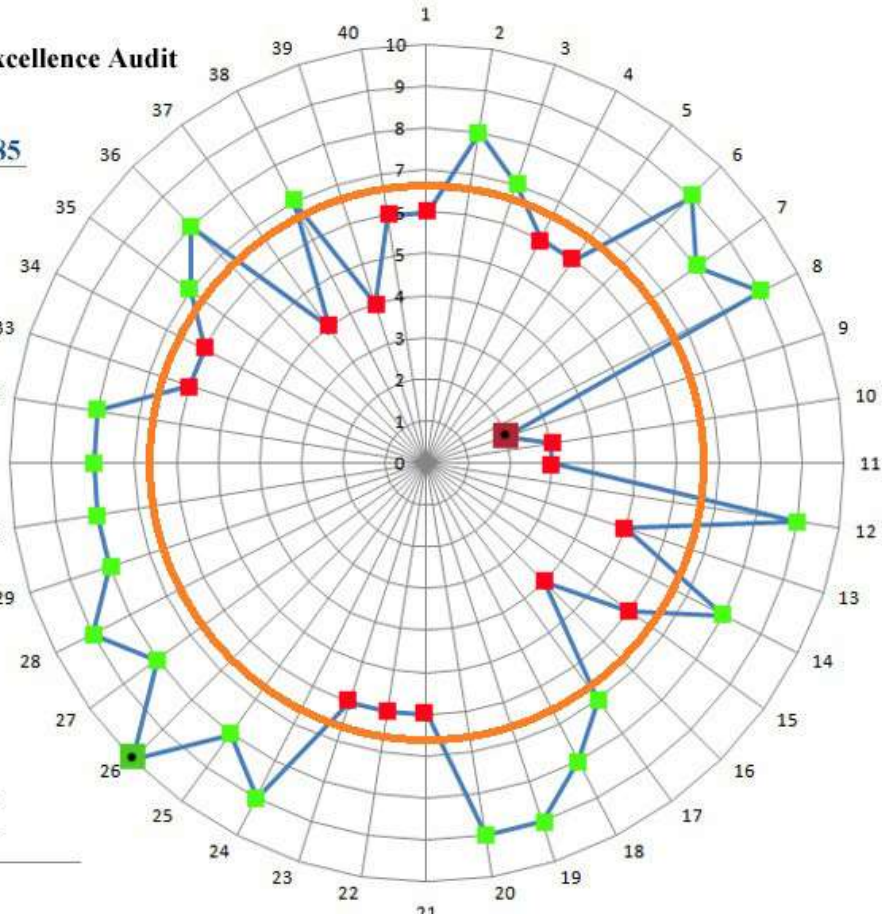
COMMITMENT 8.00

TEAMWORK 6.75

INNOVATION 5.25

Name Of Audit Subject:

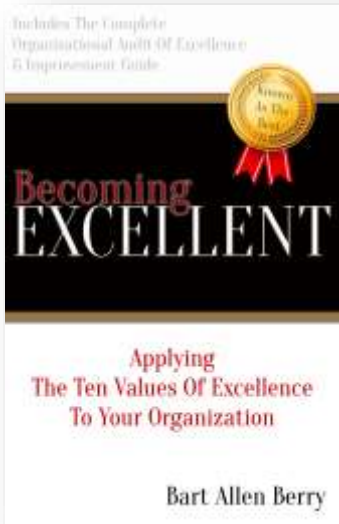
La Mision Hotel



Use colored pens for better representation of your audit results.

Consult 'Becoming Excellent – Applying The Ten Values Of Excellence To Your Organization' for more background on this research,

Interpreting your findings and planning for improvement.



For More information:

www.BartBerry.com

BartBerry | *Helping Organizations Reach Their Potential*
 TRAINING & CONSULTING