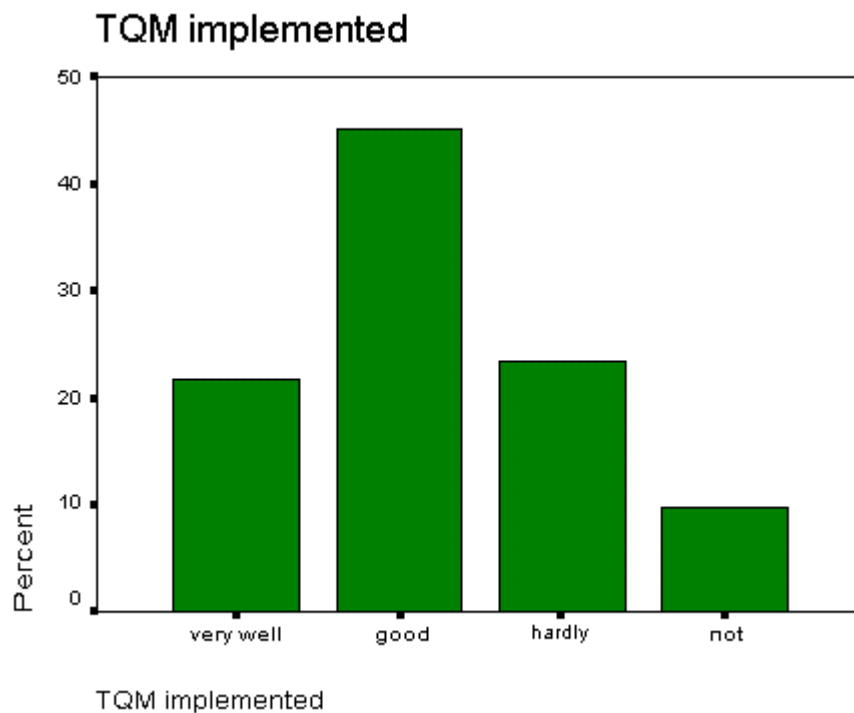


Zusammenfassung der wichtigsten Ergebnisse der BEST-Net Studie

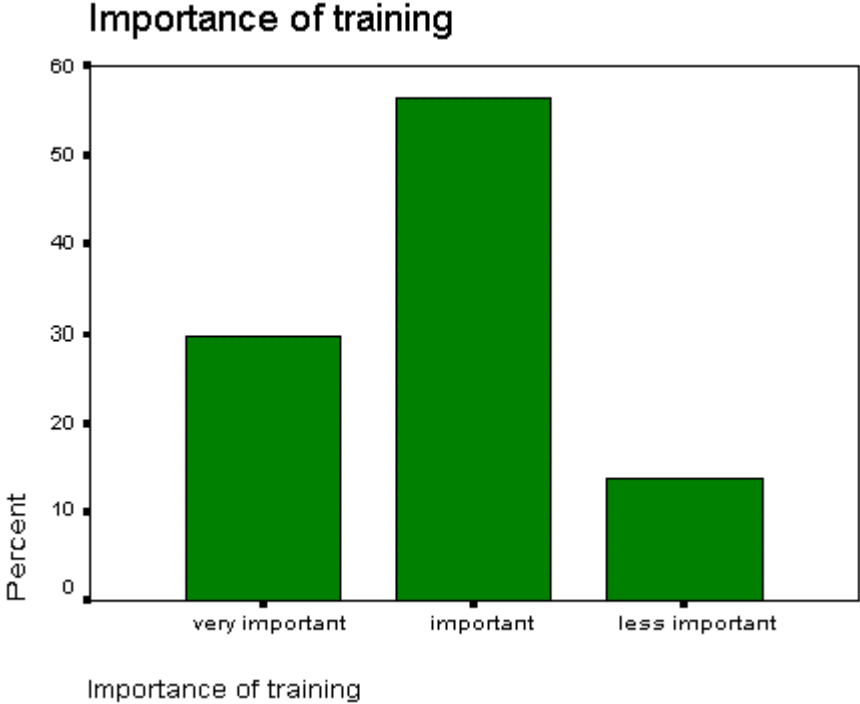
How well is the TQM idea implemented within your company ?

TQM implemented					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very well	27	21,8	21,8	21,8
	good	56	45,2	45,2	66,9
	hardly	29	23,4	23,4	90,3
	not	12	9,7	9,7	100,0
	Total	124	100,0	100,0	



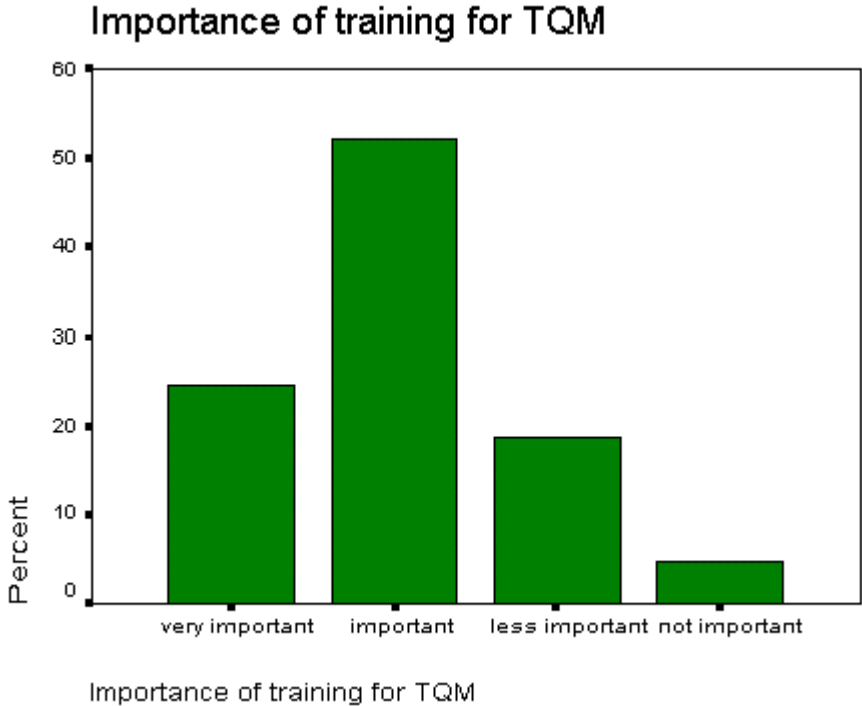
How important is training and employees skill development in your company ?

Importance of training					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	37	29,8	29,8	29,8
	important	70	56,5	56,5	86,3
	less important	17	13,7	13,7	100,0
	Total	124	100,0	100,0	



How important is training on TQM matters ?

Importance of training for TQM					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very important	30	24,2	24,4	24,4
	important	64	51,6	52,0	76,4
	less important	23	18,5	18,7	95,1
	not important	6	4,8	4,9	100,0
	Total	123	99,2	100,0	
Missing	0	1	,8		
Total		124	100,0		

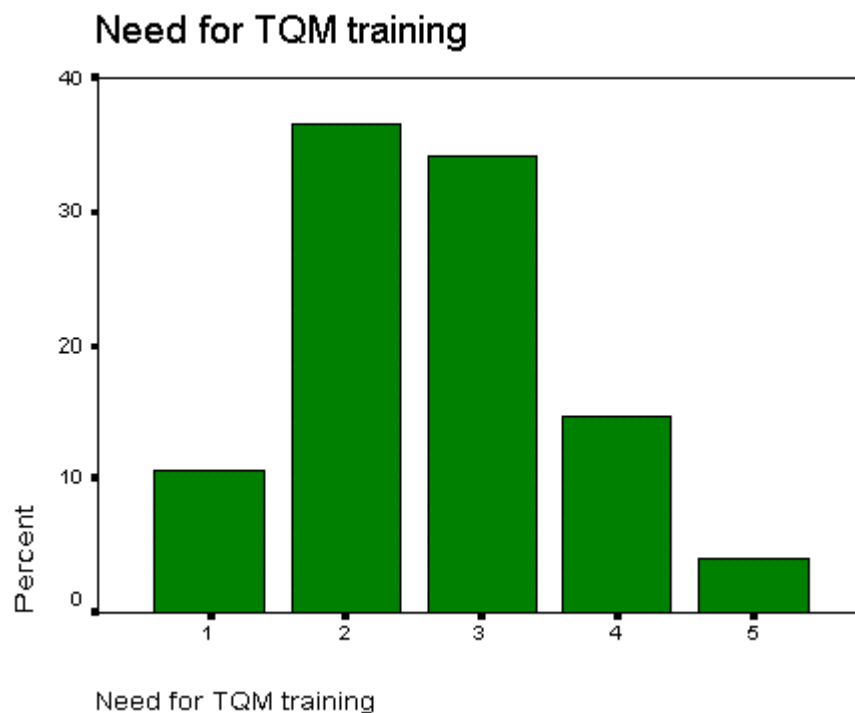


How would you rate the need for training in TQM matters on a scale from 1-5 ?

(1= high need, 5 = no need)

Statistics		
Need for TQM training		
N	Valid	123
	Missing	1
Mean		2,65
Median		3,00
Skewness		,342
Std. Error of Skewness		,218
Kurtosis		-,251
Std. Error of Kurtosis		,433

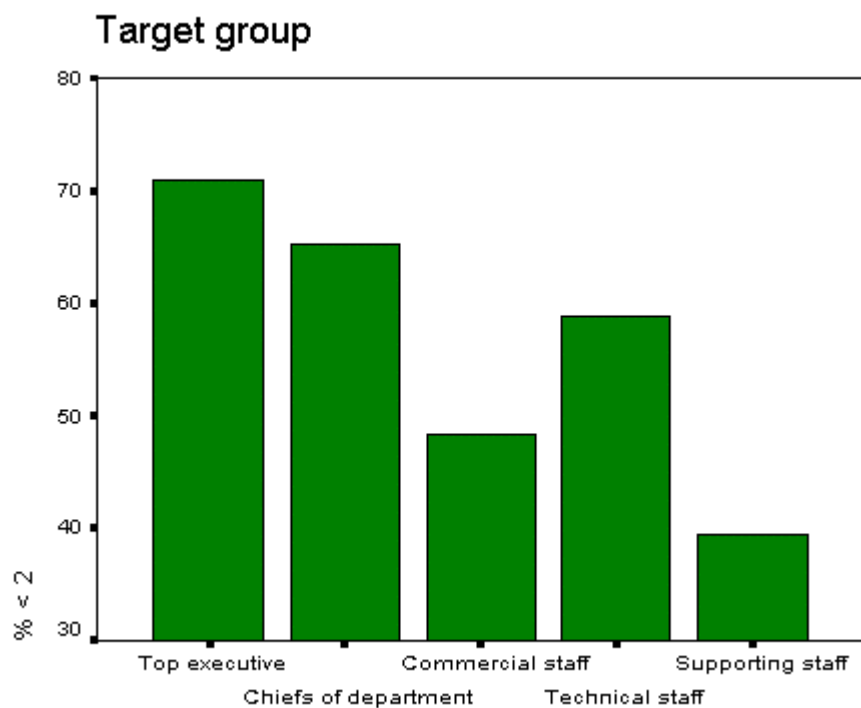
Need for TQM training					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	10,5	10,6	10,6
	2	45	36,3	36,6	47,2
	3	42	33,9	34,1	81,3
	4	18	14,5	14,6	95,9
	5	5	4,0	4,1	100,0
	Total	123	99,2	100,0	
Missing	0	1	,8		
Total		124	100,0		



For what specific target group in your company do you see a need for training in TQM matters ?

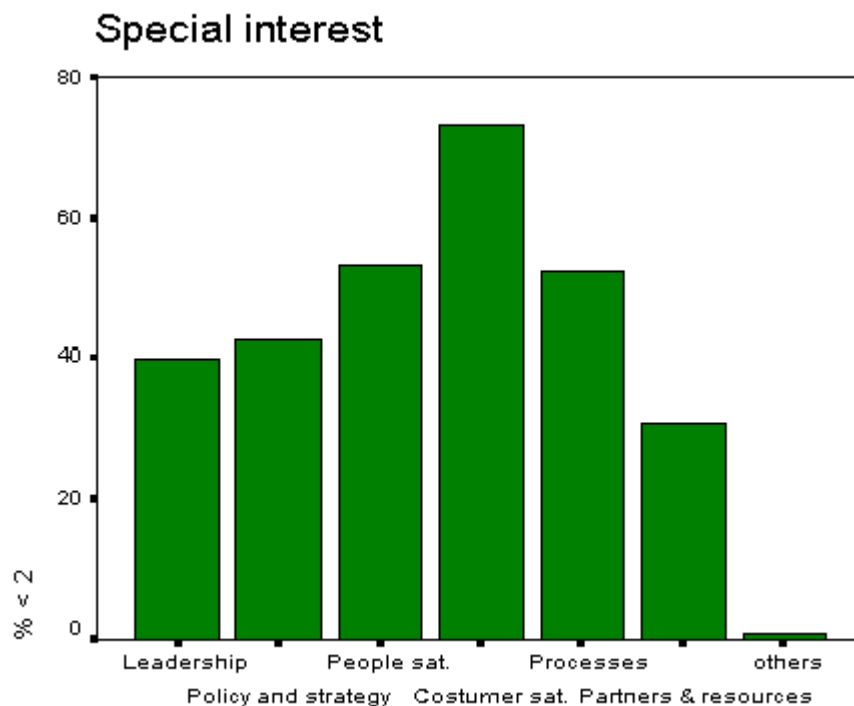
(multiple answers possible)

Target group	Top executive	Count	88
		Column %	72,1
	Chiefs of department	Count	81
		Column %	66,4
	Commercial staff	Count	60
		Column %	49,2
	Technical staff	Count	73
		Column %	59,8
	Supporting staff	Count	49
		Column %	40,2
	Total	Count	122
		Column %	100,0



Which EFQM criteria are of special interest for your company ?
 (multiple answers possible)

Special interest	Leadership	Count	50
		Column %	40,3
	Policy and strategy	Count	53
		Column %	42,7
	People satisfaction	Count	66
		Column %	53,2
	Customer satisfaction	Count	91
		Column %	73,4
	Processes	Count	65
		Column %	52,4
Partnership and resources	Count	38	
	Column %	30,6	
others	Count	1	
	Column %	,8	
Total	Count	124	
	Column %	100,0	



What are your expectations regarding a multimedia course about TQM/EFQM ?

(multiple answers possible)

Expectation regarding a multimedia course	Increase of knowledge for employees	Count	48
		Column %	39,3
	Basic understanding of TQM	Count	67
		Column %	54,9
	Promotion of employees motivation	Count	49
		Column %	40,2
	Process optimisation and reduction of costs	Count	63
		Column %	51,6
Help regarding introduction / improvement of TQM	Count	49	
	Column %	40,2	
Implementation of TQM thinking throughout the staff	Count	63	
	Column %	51,6	
Other expectations	Count	8	
	Column %	6,6	
Total	Count	122	
	Column %	100,0	

