1. **Will the services you received** lead you to:
   - Take actions that you would otherwise not have taken?
     - Yes
     - No
   - Take actions more quickly?
     - Yes
     - No
   - Take actions at lower cost?
     - Yes
     - No

2. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of **manufacturing systems**?
   - Reduced cycle time
     - Yes
     - No
   - Increased throughput
     - Yes
     - No
   - Reduced work in process inventory
     - Yes
     - No
   - Reduced defect rate
     - Yes
     - No

3. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of **marketing and sales**?
   - Improved understanding of customers, markets, or competitors
     - Yes
     - No
   - Improved customer development or retention
     - Yes
     - No
   - Entry into new or better markets
     - Yes
     - No

4. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of **human resources**?
   - Improved employee skills
     - Yes
     - No
   - Reduced employee turnover
     - Yes
     - No
   - Improved work environment for employees
     - Yes
     - No

5. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of **information systems**?
   - Achieved greater integration with your customers or suppliers information systems
     - Yes
     - No
   - Improved e-commerce capacity
     - Yes
     - No
   - Improved use or selection of information systems or software
     - Yes
     - No

6. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of **management systems**?
   - Improved business or strategic planning
     - Yes
     - No
   - Improved understanding of actual costs
     - Yes
     - No
   - Improved environmental management systems
     - Yes
     - No
7. **As a direct result of services you received**, will your establishment experience any of the following changes over the next 9-12 months in these areas of *overall performance*?

- Increased inventory turns
  - Yes
  - No

- Achieved quality certification (e.g., QS 9000, ISO 9000, ISO 14000)
  - Yes
  - No

- Improved profit margin
  - Yes
  - No

8. **Will the services you received** directly lead to any of the following differences in *sales* at your establishment over the next 9-12 months?

- Increase in *sales*
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

- Retention of *sales* that would otherwise have been lost
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

9. Do you anticipate experiencing either or both:

- **A one time** increase in *sales*?
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

- **An annual (repeated)** increase in *sales*?
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

10. **Will the services you received** directly result in *cost savings* for labor, materials, energy, overhead, or other areas over what will otherwise be spent in the next 12 months?

- Yes ➔ How much? $ ____________ Please use dollars

- Do you expect the cost savings to be more than 1% of annual sales?
  - Yes
  - No

11. Do you anticipate either or both:

- **A one time** savings in *labor/materials/energy/overhead/other areas*?
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

- **An annual (repeated)** savings in *labor/materials/energy/overhead/other areas*?
  - Yes ➔ How much? $ ____________ Please use dollars
  - No

12. **Will the services you received** directly result in any of the following changes in *employment levels* over the next 9-12 months?

- Retention of *jobs* that would otherwise have been lost
  - Yes ➔ How many? ____________
  - No

- **One time** creation of additional *jobs*
  - Yes ➔ How many? ____________
  - No

- **Annual** creation of additional *jobs*
  - Yes ➔ How many? ____________
  - No

- Reduction in the number of *jobs*
  - Yes ➔ How many? ____________
  - No

13. With the services you received, will your sales per employee be higher over the next 9-12 months than they would be without our services?

- Yes ➔ How much higher?
  - less than 1%
  - 1% - 3%
  - 3% - 5%
  - 5% - 10%
  - 10% - 20%
  - more than 20%

- No

14. With the services you received, will your unit labor costs be lower over the next 9-12 months than they would be without our services?

- Yes ➔ How much lower?
  - less than 1%
  - 1% - 3%
  - 3% - 5%
  - 5% - 10%
  - 10% - 20%
  - more than 20%

- No
15. As a result of the services you received, will your establishment increase its investment over the next 9-12 months in:

- Information systems or software?
  - Yes ➔ How much? $ _____________
  - No

- Workforce practices or employee skills?
  - Yes ➔ How much? $ _____________
  - No

- Plant or equipment?
  - Yes ➔ How much? $ _____________
  - No

- Other areas of business?
  - Yes ➔ How much? $ _____________
  - No

16. As a result of the services you received, will your establishment avoid unnecessary investments or save on investments made?

- Yes ➔ How much will be saved? $ _____________
- No

17. Do you anticipate either or both:

- A one time capital investment?
  - Yes ➔ How much? $ _____________
  - No

- Annual (repeated) capital investment?
  - Yes ➔ How much? $ _____________
  - No

18. As a result of the services you received, will your establishment be more competitive?

- Yes
- No

19. Will the services you received have any other effects on your establishment during the next 9-12 months?

- Yes —Describe them. ________________

20. Are you satisfied with the quality of services you received?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

21. Would you use this program's services again in the future?

- Definitely Would
- Probably Would
- Not Sure
- Probably Would Not
- Definitely Would Not

22. Do you have any suggestions about how we could serve your needs better in the future?

- ________________
- ________________
- ________________
- ________________
- ________________