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Question Information

Date, 17.02.2020

SLNO	GROUPNAME	QUESTION	ANSWERS
1	Criterion 1-Leadership	How leaders define the Mission and Vision of the Organisation?	Limited Evidence
2	Criterion 1-Leadership	How do leaders ensure that their people are acting with integrity and highest standards of ethical behaviour?	Limited Evidence
3	Criterion 1-Leadership	How do leaders review management systems, prioritise and improve?	Limited Evidence
4	Criterion 1-Leadership	Who are your key Stakeholders and how do Leaders identify and respond to their needs?	Limited Evidence
5	Criterion 1-Leadership	How do leaders work in leaderships work in partnership and innovate wit key Stakeholders?	Limited Evidence
6	Criterion 1-Leadership	How does the Organisation's leaders ensure that they are flexible to adopt changes quickly and effectively based on situations?	Limited Evidence
7	Criterion 1-Leadership	How do leaders communicate Organisational goals and encourage employees to contribute to them?	Limited Evidence
8	Criterion 1-Leadership	How do leaders understand the drivers behind change and react to them appropriately?	Limited Evidence
9	Criterion 1-Leadership	How do leaders engage stakeholders to manage effectively?	Limited Evidence
10	Criterion 1-Leadership	How do leaders at different levels spread the culture of Excellence in the Organisation?	Limited Evidence
11	Criterion 2- Strategy	How does the Organisation consider the needs & expectations of Stakeholders (customers, employees, partners, suppliers, society, shareholders, etc) while defining its strategy?	Limited Evidence
12	Criterion 2- Strategy	What information does the Organisation collect and use to understand the external environment?	Limited Evidence
13	Criterion 2- Strategy	How does the Organisation track competitor activities & performance?	Limited Evidence
14	Criterion 2- Strategy	How does the Organisation analyse internal performance and capabilities while developing strategy?	Limited Evidence
15	Criterion 2- Strategy	How does the Organisation select and define strategic priorities?	Limited Evidence
16	Criterion 2- Strategy	How well is Organisational structure and Key processes aligned to the Strategy?	Limited Evidence
17	Criterion 2- Strategy	How does the Organisation consider the elements of 3P (Planet, People & Profit) in strategy formulation process?	Limited Evidence
18	Criterion 2- Strategy	How does the Organisation communicate the strategy across the Organisation & Stakeholders?	Limited Evidence
19	Criterion 2- Strategy	How does the Organisation align individual and team targets with Organisational goals?	Limited Evidence

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20	Criterion 2- Strategy	How does the Organisation track & review the implementation and effectiveness of strategy?	Limited Evidence
21	Criterion 3- People	How does the Organisation ensure that Human resource plan is aligned with Organisational strategy?	Limited Evidence
22	Criterion 3- People	How does the Organisation manage recruitment, career development, retention, progression and succession planning?	Limited Evidence
23	Criterion 3- People	How does the Organisation capture voice of employees in order to improve HR policies, strategies and plans?	Limited Evidence
24	Criterion 3- People	How does the Organisation assess and develop skills and capabilities to meet Organisational requirement?	Limited Evidence
25	Criterion 3- People	How does the Organisation make remuneration, benefits, etc in line with strategy?	Limited Evidence
26	Criterion 3- People	How does the Organisation carry-out performance evaluation, feedback and development of employees?	Limited Evidence
27	Criterion 3- People	What is the process of communication within the Organisation for information sharing & feedback?	Limited Evidence
28	Criterion 3- People	How does the Organisation motivate, reward and recognise employees?	Limited Evidence
29	Criterion 3- People	How does the Organisation empower people to take appropriate and timely decisions?	Limited Evidence
30	Criterion 3- People	How does the Organisation ensure a safe and healthy working environment for people?	Limited Evidence
31	Criterion 4- Partnerships & Resources	How does the Organisation differentiate partners and suppliers and make appropriate policies and processes to manage them?	Limited Evidence
32	Criterion 4- Partnerships & Resources	How does the Organisation continuously engage with partners and suppliers to meet short-term and long-term objectives?	Limited Evidence
33	Criterion 4- Partnerships & Resources	What are the Key financial policies of the Organisation (e.g. Invoicing cycles, investment appraisal, managing risk, etc)?	Limited Evidence
34	Criterion 4- Partnerships & Resources	How does the Organisation manage assets like buildings, equipments, and materials etc of the Organisation which result in an increase in their life-cycle?	Limited Evidence
35	Criterion 4- Partnerships & Resources	How does the Organisation optimise the consumption of materials, natural resources and energy, which result in less impact to the environment?	Limited Evidence
36	Criterion 4- Partnerships & Resources	How does the Organisation manage and optimise technology including IT and IT enabling processes to support strategy?	Limited Evidence
37	Criterion 4- Partnerships & Resources	How does the Organisation share and store information and knowledge and ensure that this information and knowledge is accessible to the relevant people to use them for making timely decisions?	Limited Evidence
38	Criterion 4- Partnerships & Resources	How does the Organisation engage with different stakeholders for leveraging the creativity and innovation?	Limited Evidence
39	Criterion 4- Partnerships & Resources	How does the Organisation evaluate a partner or supplier before selection?	Limited Evidence
40	Criterion 4- Partnerships & Resources	How does the Organisation provide access to relevant information for the people and external users ensuring security of the information?	Limited Evidence
41	Criterion 5- Processes, Products & Services	How does the Organisation design and manage Key Processes?	Limited Evidence

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42	Criterion 5- Processes, Products & Services	How does the Organisation use creativity and innovation to develop competitive products and services?	Limited Evidence
43	Criterion 5- Processes, Products & Services	How does the Organisation innovate together with Customers, partners and other external Stakeholders?	Limited Evidence
44	Criterion 5- Processes, Products & Services	How does the Organisation market and promote products and services?	Limited Evidence
45	Criterion 5- Processes, Products & Services	How products and services, produced, are delivered and serviced in line with the needs of the customers?	Limited Evidence
46	Criterion 5- Processes, Products & Services	How does the Organisation manage the life cycle of the Products & Services including re-use, recycling and safe disposal result for the benefit of the society and the environment?	Limited Evidence
47	Criterion 5- Processes, Products & Services	How does the Organisation use market research, customer survey and other fHow does the Organisation segment the Customers & collect their different needs?	Limited Evidence
48	Criterion 5- Processes, Products & Services	Feedbacks to enhance products and service portfolio?	Limited Evidence
49	Criterion 5- Processes, Products & Services	How does the Organisation continuously design and improve Key Processes to optimise resource utilisation and enhance value?	Limited Evidence
50	Criterion 5- Processes, Products & Services	How does the Organisation develop relevant process performance indicators and outcome measures in line with Strategic goals?	Limited Evidence
51	Criterion 6- Customer Results	Indicators to understand the image of the Organisation with your customers. For e.g. through surveys, interviews and interactions.	Limited Evidence
52	Criterion 6- Customer Results	Number of products / services launched based on customer feedback/response	Limited Evidence
53	Criterion 6- Customer Results	Indicators to monitor and assess customer service relationships support	Limited Evidence
54	Criterion 6- Customer Results	Indicators to monitor and assess customer loyalty and engagement	Limited Evidence
55	Criterion 6- Customer Results	Indicators for measuring delivery & service SLAs (Service Level Agreement) for products and services	Limited Evidence
56	Criterion 6- Customer Results	Indicators for customers complaints and awards/recognition/accolades	Limited Evidence
57	Criterion 6- Customer Results	Customers added/lost, repeat business etc	Limited Evidence
58	Criterion 6- Customer Results	Perception & performance indicators for Quality & Cost	Limited Evidence
59	Criterion 6- Customer Results	Indicators such as – On-time delivery, premium freight, etc	Limited Evidence
60	Criterion 6- Customer Results	Post delivery parameters such as complaints, warranty claims etc	Limited Evidence
61	Criterion 7- People Results	Indicators to monitor & understand the image of the Organisation amongst your employees? For e.g. employee surveys, interviews and interactions, etc.	Limited Evidence
62	Criterion 7- People Results	Improvement indicators such as Kaizen, QCC, CFTs etc.	Limited Evidence
63	Criterion 7- People Results	Rewards, recognitions and awards	Limited Evidence
64	Criterion 7- People Results	Indicators to monitor and assess employee loyalty and engagement	Limited Evidence
65	Criterion 7- People Results	Indicators for Absenteeism, Accident rates, severity, etc	Limited Evidence
66	Criterion 7- People Results	Employee related SLAs for HR metrics such as Attendance monitoring, Payments, etc	Limited Evidence
67	Criterion 7- People Results	Employees added/attrition/retention rates	Limited Evidence
68	Criterion 7- People Results	Indicators such as productivity per employee, improvements per employee, etc.	Limited Evidence

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69	Criterion 7- People Results	Indicators such as training hours, competency requirements, succession planning, etc	Limited Evidence
70	Criterion 7- People Results	Overtime, loss hours due to grievances, any unrest, etc.	Limited Evidence
71	Criterion 8- Society Results	Indicators monitor and assess the views of society on environmental impact as a result of the Organisation's operations.	Limited Evidence
72	Criterion 8- Society Results	Indicators to monitor and assess views of society on the Organisation's image and reputation	Limited Evidence
73	Criterion 8- Society Results	Indicators for awards and coverage in newsletters of customers, associations, etc	Limited Evidence
74	Criterion 8- Society Results	Performance indicators for environmental impact such as Air, Water and Land Pollution	Limited Evidence
75	Criterion 8- Society Results	Performance indicators for regulatory and statutory compliance	Limited Evidence
76	Criterion 8- Society Results	Parameters relating to Organisational safety and health	Limited Evidence
77	Criterion 8- Society Results	Indicators for employee engagement in social initiatives	Limited Evidence
78	Criterion 8- Society Results	Indicators such as water conservation, power conservation, etc.	Limited Evidence
79	Criterion 8- Society Results	Indicators such as emissions, waste water discharge, etc.	Limited Evidence
80	Criterion 8- Society Results	Indicators for monitor to measure the usage of utilities and natural resources.	Limited Evidence
81	Criterion 9- Business Results	Financial performance indicators such as profits, turnover, sakes, etc	Limited Evidence
82	Criterion 9- Business Results	Performance of forecast vs. Actual across Financial Indicators	Limited Evidence
83	Criterion 9- Business Results	Financial ratios such as liquidity, profitability, debt, etc.	Limited Evidence
84	Criterion 9- Business Results	Indicators such as IPRs, Innovations, productivity per person, value add ratio, etc	Limited Evidence
85	Criterion 9- Business Results	Indicators which are strategic for Organisation such as market shares, costs, etc	Limited Evidence
86	Criterion 9- Business Results	Tracking supplier metrics such as quality, delivery, price, improvements, etc.	Limited Evidence
87	Criterion 9- Business Results	Indicator concerning material consumption such as raw materials, finished goods, WIP (Work In Progress), etc	Limited Evidence
88	Criterion 9- Business Results	Indicators to measure internal performances relating to quality, cost & cycle times.	Limited Evidence
89	Criterion 9- Business Results	Operational indicators such as MTBF (Mean Time Between Failures), MTTR (Mean Time To Repair), OEE (Overall Equipment Efficiency),etc.	Limited Evidence
90	Criterion 9- Business Results	Indicators concerning market share, revenue from new products, businesses, etc.	Limited Evidence

Thanks for attending the Survey