

Take the Quality Quiz

The Quiz was adapted from a self assessment workbook based on the Canadian Quality Criteria.

Your Customers / Clients: You are in business to serve

1	Before introducing a product or service change, do you confirm with your clients that these changes reflect their wants and needs?	yes	no
2	Do you systematically use complaints as tools to improve service?	yes	no
3	Do you make service as free of red tape as possible?	yes	no
4	Do you get input from customers when your work teams address problems or conduct surveys?	yes	no

Your Staff: Happy employees lead to happy customers

5	Do you have processes to encourage new initiatives and improvements?	yes	no
6	Do you formally recognize superior performance?	yes	no
7	Do you give new staff all the training and orientation they need and then get out of their way?	yes	no
8	Are management or senior staff meetings followed by all-staff information bulletins or meetings?	yes	no
9	Do you have frequent staff get-togethers with an opportunity for general, unguarded discussion?	yes	no

Your Processes: Continuous Improvement

10	Are problems analyzed, causes identified, and action taken to prevent recurrence and provide for future process improvement?	yes	no
11	Are your key suppliers aware of your focus on quality and desire to keep improving your products and services?	yes	no