**Working in Europe Skills for success**

 **(Questionarie about the company profile)**

**CONFIDENTIAL**

The purpose of this questionaire is to collect general information about your company which will not be spread out of this project. Weask you to fill in the questionarie and attach all necessary documentation.

|  |  |
| --- | --- |
| Person filling in questionarie: | Date:  |
| Name and position in the company: | Signature and stamp: |

1. **General information about the company**

|  |  |
| --- | --- |
| The name of the company: |  |
| VAT number(identification number) |  |
| Placeof registration: |  |
| Year of the registration: |  |
| Tax certificate number of the company: |  |
| Address (street, town, post code, country): |  |
| Date of foundation: |  |
| The name of bank: |  |
| Contact person:  |  |
| Tel: | Fax |
| E-mail: |  |
| Web site: |  |

1. **Organization**

|  |  |
| --- | --- |
| Organization scheme | Yes No |
| General or executive manager: |  |
| Total number of employees: |  |
| Number of permanently employed persons: |  |
| Number of temporary employed persons: |  |

1. **Commercial aspects**

|  |  |  |
| --- | --- | --- |
| Are anual reports for last three years available? |  Yes  | No  |
| The most important figures in last three years: |
| Annual gross income | 2012. | 2013. | 2014. | currency HRK | euro |
|  |  |  |  |  |
| Annual gros profit |  |  |  |  |  |
| Annual gross earnings |  |  |  |  |  |
| Currency most freequently used in your company | Euro HRK $ |
| Tick/mark the correct answer |

1. **The company profile**

|  |
| --- |
| What is the main activity of your company? (mark applicable) |
| Producer Distributor Service provider  |
|  Turizam |
|  Mainteinance and instalation |
|  Consulting and councelling |
|  Transport |
|  Other |
| If your company is producer or distributor, please name the key products you produce or deliver and attach the necessary documents (brochures, catalogues, leaflets): |
|  |
| If your company is service provider, please answer the following question: |
| What kind of service do you provide? (transport, tourism, consulting and councelling etc.) |

1. **System of quality management and Social aspects**
	1. **System of quality management:**

|  |  |
| --- | --- |
| QUESTIONS | QUALITY |
| Is there signed and valid management policy of your company | Yes No |
| Is your company certified by some management system (For example: ISO 9001:2008) | Yes No other  |
| If your company is not certified, is there a formal management system? | Yes No |

**5.2. Social aspects and policies**

|  |  |
| --- | --- |
| Do you have policy and procedure to ensure compatibility with the basic conventions of International Work Organization referring to level of incomes, payment, working hours, children's work, hard labour, non-discrimination and freedom of association. | Yes No |
| Can you insure that your suppliers and sub-contractors are alined with the basic conventions of International Work Organization considering those items.  | Yes No |
| Do you estimate that your company is compatible with standards determined by social regulations in your country?  | Yes No |
| Does your company employ temporary workers and/or refugees? | Yes No |

1. **References**

|  |
| --- |
| Name some of your main customers and type of the products or services you sell:  |
| Customer | Products/services |
|  |  |
|  |  |
|  |  |

1. **Insurance**

|  |  |
| --- | --- |
| Do you have insurance from combined general responsibility? | Yes No |
| Do you have insurance from employer's responsibility? | Yes No |
| Do you have insuance covering product responsibility? | Yes No |

1. **Logistics and finances**

|  |  |
| --- | --- |
| Do you use e-payment (do you have necessary equipment to apply it)? | Yes No |
| Do you use „pro forma“ payment? | Yes No |
| What is the percentage of on time delivery to your customers?  |  % |
| Do you measure performances of your suppliers (quality, delivery)? | Yes No |
| Accessability of your company  |
| Road highway Train |
| River harbour Airport Sea harbour |
| Do you have any experience in exporting your products and with packaging for export? | Yes No |
| Does your copany have any restrictions refering to export and import? | Yes No |

1. **Services and capacities**

|  |  |
| --- | --- |
| How much of your potentials is exploited at the moment? | % |
| Do you have documented programme of education for your employees? | Yes No |
| Can you offer some or all of your services in different parts of the world? | Yes No |

1. **Corporate social responsibility**

|  |  |
| --- | --- |
| Do you have signed and dated policy for health protection and safety at work (H&S)? | Yes No |
| Do yo have signed and dated policy for environment protection? | Yes No |
| Do you plan to improve your effectiveness regarding health protection and safety at work? | Yes No |
| Do you plan to improve your effectiveness regarding the environment protection?? | Yes No |
| Do you have system of management of health protection and safety at work? | Yes No |
| Do you have system of management of health protection and safety at work which is certified in accordance to some norm recognized by issuing house? | Yes No |
| Do you have system of management of environment protection? | Yes No |
| Are roles and responsibilities regarding health protection and safety at work clearly defined? | Yes No |
| Are roles and responsibilities regarding environment protection clearly defined | Yes No |
| Did your employees gained documented education about safety at work wich corresponds to task they were supposed to do? | Yes No |
| Did your employees get documented education about environment protection which is in accordance to task they were supposed to do?i | Yes No |
| Do you keep records and investigate accidents which happen in your company? | Yes No |
| Do you have determined procedure and premises for the cases of emergencesImate li postupke i objekt and evacuation? | Yes No |

**Chose points 1 – 5 regarding the statement your company referes to**

|  |
| --- |
| **Brief diagnosis of the company** |
| The company is not sensible to knowledge | 1 | 2 | 3 | 4 | 5 | The company is oriented to knowledge |
| **Our market** |
| The company is not market oriented | 1 | 2 | 3 | 4 | 5 | Demands of customers are diferentiated,  |
| We offer standard products | 1 | 2 | 3 | 4 | 5 | Lower prices of standard products, market rewards complete solutions |
| slow innovations and long life cycle | 1 | 2 | 3 | 4 | 5 | very fast innovations and short life cyclei |
| **Our solutions for problems of customers** |
| Working and capital intensity is easy to imitate | 1 | 2 | 3 | 4 | 5 | Intensified by knowledge, hard to imitate |
| **Our capital suppliers** |
| Interested in short-term profit | 1 | 2 | 3 | 4 | 5 | Interested in steady increase of company wavue |
| **Knowledge and learning** |
| Information equals to knowledge | 1 | 2 | 3 | 4 | 5 | Knowledge evolves from information |
| We learn slowly from other companies  | 1 | 2 | 3 | 4 | 5 | We learn fast from other companies |
| We transfer knowledge slowly and not efficiently in our company | 1 | 2 | 3 | 4 | 5 | Efficient transfer of knowledge within the company |
| knowledge is not transparent and visible | 1 | 2 | 3 | 4 | 5 | We create transparency through yellowpages, maps of knowledge, and skill profiles |
| We do not make enough effort to ensure knowledge | 1 | 2 | 3 | 4 | 5 | We systematically care about not losing our knowledge |
| Education and development are oriented to individual not to collective process of learning | 1 | 2 | 3 | 4 | 5 | Education and development ensure cooperation and transfer of knowledge over the borders of bizobrazbom i usavršavanjem se osusiness cooperation |
| Associates are sent to education  | 1 | 2 | 3 | 4 | 5 | Associates actively invest by themselves in learning process. |
| Without collocutor for development and transfer of knowledge | 1 | 2 | 3 | 4 | 5 | Development and transfer of knowledge are follower by persons in charge |
| Offices and and other premises separate people | 1 | 2 | 3 | 4 | 5 | offices and other premises foster cooperation |
| **Organization frame conditions** |
| Live values of our company encourage disbelief, scepticism towrds new things, adaptability and formality | 1 | 2 | 3 | 4 | 5 | Live values of our organization encourage trust, openness to new things, authencity, informal contacts |
| The aims of the company are not connected with aims of knowledge. | 1 | 2 | 3 | 4 | 5 | Leading image of the company emphasisesthe importance of knowledge for professional success. |
| Reports contain only financial indicators. | 1 | 2 | 3 | 4 | 5 | Our reports pay attention to non financial indicators (customers, associates) |
| Position of leaders are more paid than position of experts. | 1 | 2 | 3 | 4 | 5 | Position of leaders and experts are eqally rewarded. |
| **Information and communication technology** |
| Our systems are not avnaši sustavi ne stoje na raspolagailable to all associates | 1 | 2 | 3 | 4 | 5 | our systems connect all members of our company. |
| Our systems are exclusively company oriented | 1 | 2 | 3 | 4 | 5 | There are connections with relevant customers, suppliers and knowledge holders |
| Stored pieces of information are incomplete and not up-to-date. | 1 | 2 | 3 | 4 | 5 | We have access to contemporary information at any time. |
| There are no forums for discussion supporting network | 1 | 2 | 3 | 4 | 5 | Internet forums are used for discussion and transfer of knowledge. |

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