EOQ culture measure

This questionnaire applies to work situations. We would like your opinion how people in your company in general handle difficult situations and errors/mistakes. Please read the following statements and then mark one of the five answer alternatives given:

	Does not apply at all	Applies a bit	Applies neither a bit nor a lot	Applies a lot	Applies com-pletely
When people make errors/mistakes in our company, they share information on it with others so that they won't make the same error	[ ]	[ ]	[ ]	[ ]	[ ]
If an error/mistake happens in our company, we think about it to understand how it came about	[ ]	[ ]	[ ]	[ ]	[ ]
If we cannot deal with an error/mistake, we turn to others.	[ ]	[ ]	[ ]	[ ]	[ ]
Errors assist us in our company to improve our work.	[ ]	[ ]	[ ]	[ ]	[ ]
In this company, we think a lot about how an error could have been avoided.	[ ]	[ ]	[ ]	[ ]	[ ]
If something goes wrong, we take the time to think it through.	[ ]	[ ]	[ ]	[ ]	[ ]
If an error happens in our company, there is always somebody who knows how to cope with the problem.	[ ]	[ ]	[ ]	[ ]	[ ]
When people in our company are unable to deal with an error, they can rely on others.	[ ]	[ ]	[ ]	[ ]	[ ]
After an error occurred, people in our company think long and hard about how to correct it.	[ ]	[ ]	[ ]	[ ]	[ ]
When people in our company made an error, they ask others for advice.	[ ]	[ ]	[ ]	[ ]	[ ]
Errors provide important information for us to carry out our work.	[ ]	[ ]	[ ]	[ ]	[ ]
When somebody does something wrong in our company, we immediately correct it.	[ ]	[ ]	[ ]	[ ]	[ ]
If it is at all possible to correct a mistake, we usually know how to go about it.	[ ]	[ ]	[ ]	[ ]	[ ]

In our company, errors help us to improve our work.	[ ]	[ ]	[ ]	[ ]	[ ]
When an error/mistake happens to someone, people in our company try to analyze it thoroughly.	[ ]	[ ]	[ ]	[ ]	[ ]
In our company we do not let go of the final goal, although we make errors and mistakes.	[ ]	[ ]	[ ]	[ ]	[ ]
In our company we have learnt a lot from errors and mistakes.	[ ]	[ ]	[ ]	[ ]	[ ]

Finally, there are some concrete questions about your organization. Again, if your organization consists of more than one office, please only answer the questions for the office *you* work at.

73. Are mistakes and their solutions discussed during meetings?

[ ]   [ ]   [ ]
yes   sometimes   no

74. Are mistakes recorded in a journal or logbook, with the goals of making mistakes debatable and learning from them?

[ ]   [ ]
yes   no

75. Is there a *standard procedure* to give thought to possible errors that is followed when important decisions have to be taken?

[ ]   [ ]
yes   no

76. Are there *special* meetings with the goal of improving the quality of work?

[ ]   [ ]
yes   no

77. Are there *special* meetings in which *mistakes* are discussed, with the goals of improving quality of work and learning from mistakes?

[ ]   [ ]
yes   no

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78. Is there a organizational culture?

[ ]   [ ]   [ ]
yes   to some   no
       extend

79. Is there a clear organizational culture with regard to *errors, mistakes and problems?*

[ ]   [ ]   [ ]
yes   to some   no
       extend

If so; how does this culture show?
    what are the characteristics of this culture?
    can you name some of the slogans that best express this culture?

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