

Appendix A. Interview format proposed for this study.

OPERATIONAL EXCELLENCE RESEARCH PROJECT

UNIVERSIDAD DE LA SABANA

INTERVIEW FORMAT

1. INFORMATION OF THE COMPANY

NAME OF THE COMPANY: _____ AGE (Years): _____

SECTOR: _____ SIZE: Micro ☐ Small ☐ Medium ☐ Large ☐

NAME OF CONTACT: _____

POSITION IN THE COMPANY:

- ☐ General manager or CEO
- ☐ Operation manager or similar
- ☐ Middle command in operations
- ☐ Other. Specify: _____

Before conducting the interview, it is important that you explain the interviewer the context of the research project and expose some well-known examples of operational excellence, ensuring that he/she has the same understanding of the context of the study. Without this introduction, you can't continue with the interview.

2. PRODUCTIVITY AND ECONOMIC SUSTAINABILITY

2.1. Do you manage in the organization completely or partially some type of operation and continuous improvement scheme?

If No, select: ☐

If Yes, select: ☐ Lean ☐ Balanced scorecard ☐ Six-Sigma ☐ Another- Name: _____

☐ Company's own—Describe it briefly. _____

3. ENVIRONMENTAL SUSTAINABILITY

3.1. Do you manage in the organization some type of environmental practice?

If No, select: ☐

If Yes, select: ☐ Describe it briefly. _____

3.2. (If 3.1 is Yes). The idea of the environmental practices in the Company is to comply with environmental local regulations or go beyond?

If just comply local regulations, select: ☐

If going beyond, select: ☐ How? Describe it briefly. _____

4. SOCIAL SUSTAINABILITY

4.1. Do you have in the Company some kind of social practice with their employees in terms of industrial security or occupational health?

If No, select: ☐

If Yes, select: ☐ Describe it briefly. _____

5. Do you have in the Company some type of certification from the point of view of standardized processes, the environment, industrial safety or an integral management certificate that includes the above three? Select one or multiple choices according to the Company:

- ☐ Standardized process certificate
- ☐ Environmental certificate
- ☐ Industrial safety certificate
- ☐ Integral management certificate
- ☐ No certificates

FOR FURTHER INFORMATION USE THE FOLLOWING SPACE:

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END OF THE SURVEY