

## CONTINUING VOCATIONAL TRAINING SURVEY (CVTS) IN ENTERPRISES IN 2020.

The obligation to provide data for statistical purposes are stipulated in Article 26, and penalty provisions for cases of non-response and providing incomplete and erroneous data are stipulated in Article 52 of the Law on Official Statistics („Official Gazzete of the RS, No. 104/09).  
**Data shall be used for statistical purposes only and shall not be published as individual data.**

**Dear Madam/Sir,**

The survey on vocational training in enterprises in 2020 has been conducted in order to collect data on the participation of employees in vocational training that enterprises organize for their employees. Continuing vocational training is part of the implementation of lifelong learning strategies, which is considered to be the basis of the knowledge-based economy. The company's investment in employee training is an indicator of the company's readiness to respond to the growing demands of the global market.

Your experiences in the field of professional development of employees are very important to us, so please respond to the survey and provide answers to questions from the questionnaire.

The data required for this research are provided by: the head of the human resources / human resources department, with the help of employees in accounting (finance) or some other competent person who can give complete answers.

The survey has been conducted on the basis of the Law on Official Statistics ("Official Gazette of RS", No. 104/09) and the Decision on the Program of Official Statistics for the period from 2021 to 2025 and will be used exclusively for statistical purposes.

Thank you for your cooperation.

### Data on reporting unit

a) Business name

b) Identification number

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ID number

c) Principal economic activity

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(group KD 2010)

d) Address:

City/municipality

Town/Settlement

Street and house  
number

Telephone

E-mail

## Guidelines for completing the questionnaire

- **The questions in this questionnaire refer to the period from 1st January to 31st December 2020** (unless otherwise stated).
- **IT IS NECESSARY TO ANSWER EVERY QUESTION!** If the correct answer to any of the questions is not known, the best possible answer should be given according to the assessment of the person providing the data.
- Please read each question in detail and pay special attention to the explanations or examples below the question.
- Depending on the question, the answers should be marked/checked, circled or entered in the appropriate box.
- **If in a category/question your enterprise did not have costs/employees, etc., then you MUST enter 0 (zero).**

### A. BACKGROUND DATA ON THE ENTERPRISE

#### A2. What was the total number of persons employed<sup>(1)</sup> by the enterprise?

	Number of employees		
	total	males	females
On 31/12/2020.			
Average number during the year			

<sup>1)</sup> Total number of employees - includes persons employed on the basis of full-time or part-time employment contracts, which includes: enterprises' owners, partners who regularly work in the enterprise, unpaid family workers, seasonal workers, people working from home, people who are paid even though they work outside the enterprise (e.g. sales representatives, suppliers, maintenance and repair services), persons absent for a shorter period of time (e.g. on sick leave, paid leave or special leave). This should not include all those who work in the enterprise / for the enterprise, and their salary is paid by another company, persons absent for a long time and those who are not paid during the entire reference period (e.g. maternity leave), as well as persons on professional practice .

#### A4. In 2020, what was the total number of hours worked<sup>(2)</sup> by persons employed for the enterprise?

Total number of hours	
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<sup>2)</sup> The total number of hours worked refers to the total number of hours actually worked by all employees (except for researchers, i.e. persons who have an internship contract). The total number of hours worked includes time during normal work shifts (in the enterprise or work from distance), overtime hours, time spent on standby as well as time during which there was no work (but for which payment was made) and time related to short periods, including coffee breaks, and excludes time spent on paid leave, paid public holidays, paid sick leave, and paid lunch breaks.

#### A5. In 2020, what were the total labour costs (direct and indirect) of persons employed<sup>(3)</sup> by the enterprise?

Total costs in RSD	
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<sup>3)</sup> Total labor costs are the sum of all direct and indirect costs of the employer for employees (except for researchers, i.e. persons who have an internship contract) and include funds for employees (salaries, bonuses and allowances, payments for non-working days, benefits in kind, legal contributions for social and pension insurance and other social expenses paid by the employer, vocational training costs, taxes and other labor costs). Labor subsidies are not included.

## A. Strategies for continuing vocational training (CVT)

Continuing vocational training (CVT) is a form of training whose primary purpose is acquisition of new competencies, or development and improvement of existing ones. The enterprise finance them, partially or fully, for its employees. CVT activities have to be planned in advance and they must be organized with a specific learning goal (e.g. the presentation course is planned to be held with the aim of training employees to independently prepare and hold presentations). Random learning and any learning that is carried out unplanned and without a specific goal does not belong to continuing vocational training. Researchers, i.e. employees who have an internship contract, do not fall within the framework of continuing vocational training.

### A8. Is there a specific person or unit within the enterprise having the responsibility for the organisation of CVT?

- a) Yes                      b) No

### A9. Does your enterprise regularly assess the future needs of skills and competences in the enterprise? ("regularly" covers the recent past years and the next few years)

- a) No
- b) Yes but not regularly (mainly linked to changes in personnel)
- c) Yes, it is part of the overall planning process in the enterprise

### A10. How does your enterprise usually react to future needs of skills and competences?

		Yes	No
a)	Continuing vocational training of current staff		
b)	Recruitment of new staff with the suitable qualifications, skills and competences		
c)	Recruitment of new staff combined with specific training (of the recruited staff)		
d)	Internal reorganisation to better use the existing skills and competences (in line with future needs)		

### A12. In your enterprise, which skills/competences are generally considered as most important for the development of the enterprise in the next few years?

*Tick the three most important skills/competences from the following list (categories "a" to "l").*

*The respondent should tick at least one and maximum three of the categories "a" to "l", or only category "m" in case (s)he does not know.*

- a) General IT skills (use of computers and the Internet, text editing, spreadsheets)
- b) IT professional skills (e.g. programming, creating websites)
- c) Management skills (planning and managing the activities of others)
- d) Team working skills
- e) Customer handling skills
- f) Problem solving skills
- g) Office administration skills (e.g. invoicing, time management)
- h) Foreign language skills
- i) Technical, practical or job-specific skills (e.g. plant management, product sales)
- j) Oral or written communication skills (e.g. giving speeches and holding presentations, reading extensive documents)
- k) Numeracy and/or literacy skills (literacy and numeracy - application of simple arithmetic operations)
- l) Other skills not listed above
- m) Do not know

**A13. Does the planning of CVT in the enterprise usually lead to a written training plan or programme?**

- a) Yes                      b) No

**A14. Does your enterprise usually have an annual training budget which includes provision for CVT?**

- a) Yes                      b) No

**A15. In your enterprise, do written agreements between social partners <sup>(def. 39)</sup> concluded at national, regional or sector levels usually cover the provision of CVT?**

- a) Yes                      b) No

<sup>5)</sup> Social partners are organizations which represent employers and employees (employers' unions). Social partners regularly negotiate on national and sectoral level and conclude collective agreements. Collective agreements usually regulate wages and working conditions. Collective agreements can also regulate the provision of continuous training, like sectoral and national funding of training/development, measures for employment, measures for professional development and advanced training of older employees.

**A16. a) In your enterprise, are staff representatives/committees<sup>6)</sup> usually involved in the management process of CVT?**

- a) Yes                      b) No                      c) No staff representatives/committees

<sup>6)</sup> These are associations in the enterprise that represent workers and function at the local level of the enterprise as a supplement to associations at the sectoral and national level.

*If the answer to A16 a is Yes, go to question A16 b.*

**A16. b) Which aspects of the management process of continuing vocational training provision are they usually involved in?**

Aspects of the management process of CVT		Yes	No
a)	Objective setting of training		
b)	Establishing criteria for the selection of participants or specific target groups which should participate in CVT		
c)	Form/type of training (e.g. internal/external courses; other forms, such as guided-on-the-job training)		
d)	Content of training		
e)	Budget for training		
f)	Selection of external training providers		
g)	Evaluation/assessment of training outcomes		

## B. CVT CHARACTERISTICS

This section of the questionnaire refers to continuing vocational training (CVT) activities for persons employed in the enterprise. The qualifying criteria for a CVT activity are the following:

- The training must be planned in advance
- The training must be organised or supported with the specific goal of learning
- The training must be financed fully or at least partly by the enterprise

### B1. In 2020, did your enterprise provide internal or external CVT courses?

CVT seminars/courses are usually clearly separated from the active workplace, which means that learning is organized in places specifically designated for it – classrooms or training centers. They are characterized by a high level of organization (the time, place and content are determined), they are performed by an instructor/lecturer or a training institution, and the content is adjusted to the group of participants.

There are two types of CVT courses: internal and external.

Courses are organized as:		Yes	No
a)	<b>Internal</b> These are courses which are principally designed and managed by the enterprise itself		
b)	<b>External</b> These are courses which are principally designed and managed by organisations not part of the enterprise		

### B2 In 2020, did your enterprise provide any of the following other forms of CVT?

Other forms of CVT usually are associated with active work and the workplace, but they may include participation in conferences, trade fairs and similar, for learning. They are characterized by a certain degree of self-organization (the time, place and content) of an individual student or a group of students. The content is often adjusted to individual needs in the workplace.

Aspects of the CVT management process		Yes	No
a)	<p>Planned training through guided-on-the-job training in 2020</p> <p>Planned periods of training, instruction or practical experience undertaken in the workplace using normal tools of work, either at the immediate place of work or in the work situation. The training is organized and/or initiated by the employer. An instructor is present, and the training is individual, or conducted in small groups.</p> <p>If the answer is YES, tick how many persons participated in guided-on-the-job training:</p> <p>1. Less than 10% of all persons employed</p> <p>2. From 10 to 49% of all persons employed</p> <p>3. 50% or more of all persons employed</p>		
Job rotation, exchanges, secondments or study visits in 2020		Yes	No
b)	<p>Job rotation in the workplace within the enterprise and exchange with other enterprises are „other“ forms of CVT only if these measures are planned in advance with the primary aim of developing the skills of the workers involved. Transfers of workers from one job to another, which are not part of a planned developmental programme, should not be included.</p> <p>If the answer is YES, tick how many persons participated in job rotation, exchanges, secondments or study visits:</p> <p>1. Less than 10% of all persons employed</p> <p>2. From 10 to 49% of all persons employed</p> <p>3. 50% or more of all persons employed</p>		

Planned training through conferences, workshops, trade fairs and lectures in 2020		Yes	No
c)	Participation (instruction received) in these events is counted as training only when they are planned in advance and the primary intention of a person employed participating in them is training/learning.		
	If the answer is YES, tick how many persons participated in conferences, workshops, trade fairs and lectures: 1. Less than 10% of all persons employed 2. From 10 to 49% of all persons employed 3. 50% or more of all persons employed		
Planned training through participation in learning circles in 2020		Yes	No
d)	Learning circles are groups of persons employed who come together on a regular basis with the primary aim of learning more about the requirements of the work organisation, work procedures and workplaces. They are considered as CVT only when the primary intention of a person employed participating in them is learning.		
	If the answer is YES, tick how many persons participated in learning circles: 1. Less than 10% of all persons employed 2. From 10 to 49% of all persons employed 3. 50% or more of all persons employed		
Self-directed learning/e-learning in 2020		Yes	No
e)	Self-directed learning occurs when an individual engages in a planned learning initiative where he or she manages the settings of the learning initiative/activity in terms of time schedule and location. It can include the use of various media and learning methods – internet, distant learning, e-learning, etc. It can also be conducted in a private, public or work environment. Most importantly, learning must be a planned activity. Simple internet browsing in an unstructured way should be excluded.		
	If the answer is YES, tick how many persons participated in self-directed learning/e-learning: 1. Less than 10% of all persons employed 2. From 10 to 49% of all persons employed 3. 50% or more of all persons employed		

**B3. Did the enterprise provide CVT courses to its persons employed in the previous year, 2019?**

- a) Yes                      b) No                      c) Not applicable (enterprise did not exist)

**B4. Did the enterprise provide other forms of CVT to its persons employed in the previous year, 2019?**

- a) Yes                      b) No                      c) Not applicable (enterprise did not exist)

**B5 Did the enterprise contribute in 2020 to collective/mutual or other training funds, and did it receive payments from such funds or any other financial subsidies for the provision of CVT courses?**

		Yes	No	Amount in RSD
a)	<b>CVT contributions</b> Costs of fees made by the enterprise to collective financing arrangements through government and intermediary organizations (e.g. payment of funds into a common fund, which may be national, regional or may relate to the branch of activity of the enterprise)			
b)	<b>CVT receipts</b> Use of financial assistance from countries and other sources (e.g. funds from regional or national funds, incentives from EU funds, state incentives, tax incentives, payments by other organizations for the use of training/development resources developed by the enterprise or for seminars conducted by the enterprise for other organizations)			

If the answer on question B5. b) is Yes → Go to question B6.

If the answer on question B5. b) is No → Go to question C1.

**B6. In 2020 which measures did your enterprise benefit from for providing CVT?**

		Yes	No
a)	Tax incentives (tax allowances, tax exemptions, tax credits, tax relief, tax deferrals)		
b)	Receipts from training funds (national, regional, sector)		
c)	EU subsidies		
d)	Government subsidies		
e)	Other sources (e.g. receipts from private foundations, receipts from external bodies/persons for the use of the enterprise's own training centre, receipts for training provision to external bodies/persons that are not part of the enterprise)		

**C. CVT PARTICIPANTS, SUBJECTS, PROVIDERS and COSTS (CVT courses)**

(This section of the questionnaire relates to an enterprise's provision of CVT courses (internal or external) for their employees, i.e. to those enterprises who answered the questions B1a) or B1b) with „Yes“.)

**C1. In 2020, how many persons employed by the enterprise participated in one or more CVT course(s) (either internal or external)?**

Each person should be counted **only ONCE**, irrespective of the number of CVT courses the person has participated in.

Total	Males	Females

**C3. In 2020, what was the total paid working time<sup>9)</sup> (in hours) spent on ALL CVT courses broken down by internal or external CVT courses?**

<sup>9)</sup> **Paid working time** (hourly) spent on CVT seminars/courses is the total time that participants spent on all CVT seminars/courses during 2020. The number of hours spent on CVT seminars/courses covers only the actual time spent on training and only the time spent by the employee within his/her paid working hours (i.e. at the time the participant was in training, he would normally work). The time between the seminar when the participant worked normally and the time he spent going to the training should be excluded. For example, if the seminar lasts one week, only the time actually spent on the seminar or work on the training material is included. If a person attends a seminar once a week for several weeks, that one time per week should be summed up, and the rest of the days when person worked should be excluded.

Total (hours)	INTERNAL CVT courses (hours)	EXTERNAL CVT courses (hours)

**C4. Some CVT courses on occupational health and safety are obligatory. What share of all training hours in CVT courses in 2020 was spent on such obligatory courses on health and safety at work (CVT courses during paid working time)?**

		Share of training hours in 2020 (%)
a)	Obligatory courses on health and safety at work	
b)	Any other course	
	100% = all paid working time spent on CVT courses	100%

**C5. In 2020, which skills/competences targeted by CVT courses were the most important ones in terms of training hours?**

*The respondent should tick at least one and maximum three of the categories "a" to "l".*

- a) General IT skills (use of computers and the Internet, text editing, spreadsheets)
- b) IT professional skills (e.g. programming, creating websites)
- c) Management skills (planning and managing the activities of others)
- d) Team working skills
- e) Customer handling skills
- f) Problem solving skills
- g) Office administration skills (e.g. invoicing, time management)
- h) Foreign language skills
- i) Technical, practical or job-specific skills (e.g. plant management, product sales)
- j) Oral or written communication skills (e.g. giving speeches and holding presentations, reading extensive documents)
- k) Numeracy and/or literacy skills (literacy and numeracy - application of simple arithmetic operations)
- l) Other skills not listed above

**C6. In 2020, which were the most important training providers the enterprise used for all external CVT courses?**

*The respondent should tick at least one and maximum three of the categories „a“ to „g“.*

- a) Schools, colleges, universities and other higher education institutions
- b) Public training institutions (financed or guided by the government, e.g. adult education centres)
- c) Private training companies
- d) Private companies of which the main activity is not training (e.g. equipment suppliers, parent/associate companies)
- e) Employers' associations, chambers of commerce, sector bodies
- f) Trade unions
- g) Other training providers

**C7. In 2020, what were the costs incurred by the enterprise for the provision of CVT courses?**

*(In the exceptional case that an enterprise cannot establish a costs breakdown using the above framework they may enter a total costs figure under „e“).*

CVT expences		Yes	No	Amount in RSD
a)	<b>Fees and payments for courses for persons employed</b> Payments made to external organisations for the provision of CVT courses and services, including course fees, the cost of assessors and examiners and the cost of external trainers used to support internal courses.			
b)	<b>Travel and subsistence payments</b> Payments made in relation to the travel and subsistence of participants engaged in CVT courses.			
c)	<b>Labour costs of internal trainers for CVT courses</b> Labour costs of staff of own training centre and other staff exclusively or partly involved in designing and managing CVT courses.			
d)	<b>Costs for training centre, training premises or specific training rooms of the enterprise, in which CVT courses take place and costs for teaching materials for CVT courses</b> Annual depreciation for rooms and equipment, running costs for training centre or other premises and costs of materials bought specifically for CVT courses.			
e)	<b>If you are unable to provide individual cost amounts, please provide an estimate of the total costs listed.</b> Sum of total costs (a + b + c + d)			

## D2. QUALITY AND OUTCOMES

(The following question(s) are to be answered by enterprises that provided CVT courses or other forms of CVT for their employees during 2020. , i.e. those enterprises who answered the questions B1a), B1b) or B2a), B2b), B2c), B2d) and B2e) with „Yes“.)

### D2a. Does the enterprise usually assess the outcomes of CVT activities?

- a) Yes, for all CVT activities. → Go to the question D2b.
- b) Yes, for some CVT activities. → Go to the question D2b.
- c) No, proof of participation is sufficient. → Go to the question D3.

### D2b. Which methods are used??

		Yes	No
a)	Certification after written or practical test		
b)	Satisfaction survey amongst participants		
c)	Assessment of participants' behaviour or performance in relation to training objectives		
d)	Assessment/measurement of the impact of training on performance of relevant departments or the whole enterprise		
e)	Other		

## D3. FACTORS LIMITING CVT PROVISION in 2020

(The following question is to be answered by enterprises that provided CVT courses or other forms of CVT for their persons employed during 2020., i.e., those enterprises who answered the questions B1a), B1b) or B2a), B2b), B2c), B2d) and B2e) with „Yes“.)

### D3. Did any of the following factors limit the provision of CVT courses or other forms of CVT in your enterprise in 2020?

Limiting factors:		Yes	No
a)	The level of the training provided was appropriate to the needs of the enterprise (no limiting factors)		
b)	The preferred strategy of the enterprise was to recruit individuals with the required qualifications, skills and competences		
c)	Difficulties in assessing training needs in the enterprise		
d)	Lack of suitable offers of CVT courses in the market		
e)	High costs of CVT courses		
f)	Higher focus on IVT <sup>11)</sup> provision than on CVT		
g)	Major efforts in CVT made in recent years		
h)	High workload and limited time available for staff to participate in CVT		
i)	Other reasons		

<sup>11)</sup> Initial vocational training (IVT) – dual education is an organized process during which participants, under the guidance and supervision of an instructor in the actual working environment of the enterprise, acquire necessary competencies for efficient and productive work in a particular occupation or group of occupations.

## E. REASONS FOR THE NON-PROVISION OF CVT ACTIVITIES IN 2020.

(The following question is to be answered by enterprises that did not provide any CVT (neither courses nor other forms of CVT) for their persons employed in 2020., i.e., those enterprises who answered the questions B1a), B1b), B2a), B2b), B2c), B2d) and B2e) with „No“.)

### E1. What were the reasons not to provide CVT (neither CVT courses nor other forms of CVT) for persons employed in 2020?

Reasons		Yes	No
a)	The existing qualifications, skills and competences of the persons employed were appropriate to the current needs of the enterprise. There was no need for training during 2020.		
b)	The preferred strategy of the enterprise was to recruit individuals with the required qualifications, skills and competences		
c)	Difficulties in assessing training needs in the enterprise		
d)	Lack of suitable offers of CVT courses in the market		
e)	High costs of CVT courses		
f)	Higher focus on IVT provision than on CVT		
g)	Major efforts in CVT made in recent years		
h)	High workload and no time available for staff to participate in CVT		
i)	Other reasons		

## F. IVT – INITIAL VOCATIONAL TRAINING <sup>11)</sup>

<sup>11)</sup> Initial vocational training (IVT) – dual education is an organized process during which participants, under the guidance and supervision of an instructor in the actual working environment of the enterprise, acquire necessary competencies for efficient and productive work in a particular occupation or group of occupations.

*(The following questions are to be answered by all enterprises.)*

### F1. Does your enterprise usually provide IVT/offer apprenticeships (dual education)?

a) Yes → Go to the question F2      b) No → Go to the question F3

### F2. For which main reason(s) does your enterprise usually provide IVT/offer apprenticeships (dual education)?

Reasons		Yes	No
a)	To qualify future employees according to the needs of the enterprise		
b)	To choose the best apprentices for future employment after completion of apprenticeship		
c)	To avoid possible mismatch with enterprise needs in case of external recruitment		
d)	To make use of the productive capacities of apprentices already during their apprenticeship		
e)	Other reasons (e.g. to make the enterprise more attractive to potential staff)		

**F3. What are the main reasons your enterprise does not provide IVT/offer apprenticeships (dual education)?**

Reasons		Yes	No
a)	Not informed / insufficiently informed about dual education		
b)	There is no licensed instructor		
c)	It cannot meet all the conditions contained in the Law on Dual Education, in order to obtain a Certificate of fulfillment of conditions for performing IVT		
d)	The enterprise is not financially able to implement IVT		
e)	Other reasons (e.g. the enterprise does not need new professional staff, lack of interest)		

**Q PIAAC Modul**

**QQ1. When you compare the skills of employees in your enterprise and the skills needed for the job they are currently engaged in, how many of them do you think have the appropriate skills needed to do that job?**

Appropriate skills were observed in:

- a) All employees
- b) Most employees
- c) Some employees
- d) Small number of employees
- e) None
- f) Do not know

If the answer is e) or f) go to the question QQ4

**QQ2. What skills should be improved by employees who don't have appropriate skills to do the job?**

*(Tick the three most important)*

- a) General IT skills
- b) IT professional skills
- c) Management skills
- d) Team working skills
- e) Customer handling skills
- f) Office administration skills
- g) Foreign language skills
- h) Tehnical, practical or job-specific skills
- i) Oral or written communication skills
- j) Numeracy and/or literacy skills
- k) Reading skills
- l) Problem solving skills
- m) Other skills

**QQ3. When you consider employees who do not have the necessary skills to perform their job to the required level, which of the following actions are you taking to alleviate this situation?**

*(Tick the three most important)*

- a) Provide training
- b) Offer an internal job change
- c) Hire new staff with appropriate qualifications, skills and competencies
- d) Hire new staff combined with specific training
- e) Change the organizational structure
- f) Increase performance monitoring
- g) Provide feedback to staff
- h) Change work practices
- i) Redistribute work
- j) Automate production
- k) Implement domestic or foreign external collaborators
- l) Do not take any action

**QQ4. In the last three years, was your enterprise significantly affected by any of the following changes?**

For each of the changes listed from a) to g) tick one answer (Yes/No/Do not know)

Changes		Yes	No	Do not know
a)	Equipment/machinery			
b)	Information and communication technologies and processes			
c)	Working methods and organisational practices			
d)	Domestic outsourcing practices			
e)	Foreign outsourcing practices			
f)	Products or services			
g)	The amount of contact you have with clients or customers			

If at least one answer is ticked as „Yes“, continue with QQ5, otherwise, skip to QQA1.

**QQ5. Was any training provided to support the employed persons through these changes?**

- a) No, no training was needed
- b) No, but training was needed
- c) Yes, to everyone who needed it
- d) Yes, but only to some staff, because of resource constraints
- e) Yes, but only to some staff, due to other reasons

**QQA1. Is the fact that some of your staff do not have the skills needed to do their job to the required level causing your enterprise any of the following??**

*For each of these difficulties, tick Yes or No.*

The following question is to be answered only by enterprises who responded to QQ1 with answers from a) to d)

Difficulties		Yes	No
a)	Not able to take on as much business as you would like		
b)	Loss of business or orders to competitors		
c)	Delays in the development new products or services		
d)	Difficulties in meeting quality standards		
e)	Increased operating costs		
f)	Difficulties in introducing new work practices		
g)	Increased workload for other staff		
h)	Difficulties in meeting customer service objectives		
i)	The withdrawal of certain products or services altogether		
j)	Difficulties in introducing technological change		

**QQA2. Compared to others in your sector of economic activity how often does your enterprise lead the way in terms of developing new products, services or techniques?**

- a) Very frequently
- b) Frequently
- c) Occasionally
- d) Rarely
- e) Very rarely

**QQA3. Where would you place your enterprise on the following scales from 1 to 5?**

*Number 1 indicates that your enterprise competes in a market for a standard or basic quality product or service, and 5 that you compete in a market for premium quality products or services*

1	2	3	4	5
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**Other**

**1. Specify how much time you spent completing this questionnaire (in minutes):**

minutes

**2. Person responsible for the accuracy of the data:**

Name and surname:

Position:

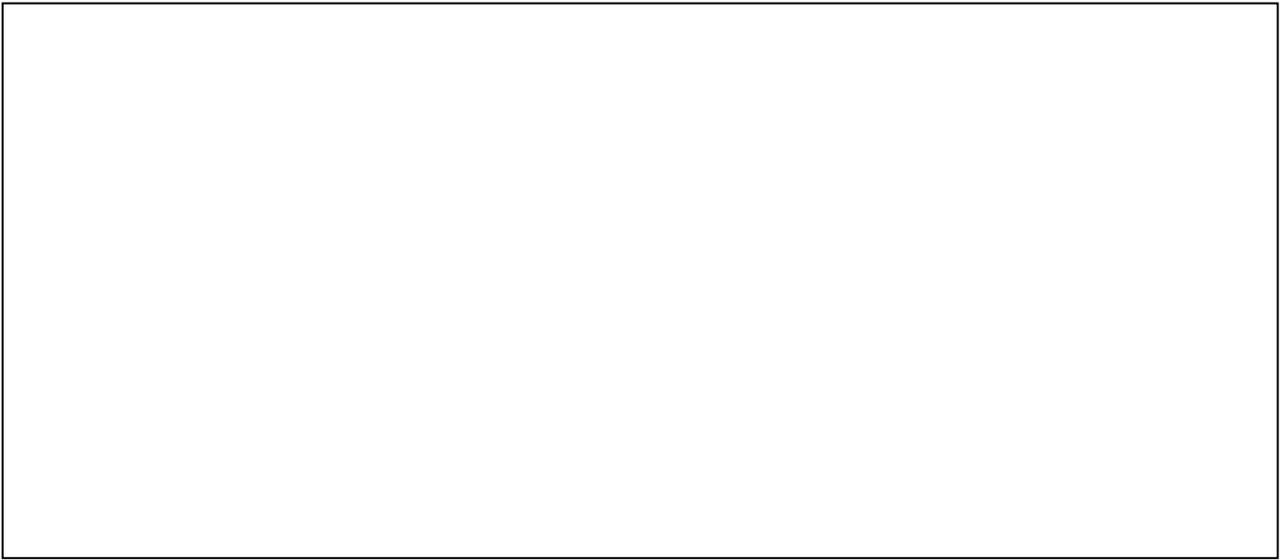
Telephone number:

e-mail:

Date:

Signature:

**3. If you have any suggestions or comments regarding the questions and completing this questionnaire, please list them here. Your suggestions are extremely important to us.**



We thank you for your time and cooperation