

Your Quality Advantage Program Begins Here:



Quality Journey Assessment Worksheet

Thank you for taking the first step toward enhancing your business through quality! This worksheet will help us understand your current position on the quality journey and how we can tailor a program that works for you. Please complete the questions below.

1. Your Background

- How many years have you been in the trade?

- ☐ Less than 1 year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ Over 10 years

- How many years have you owned your own business?

- ☐ Less than 1 year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ Over 10 years

- What type of projects does your business typically handle? (Check all that apply)

- ☐ Residential
- ☐ Commercial
- ☐ Industrial
- ☐ Other: _____

- Have you ever worked for a company with a formal quality program?

- ☐ Yes
- ☐ No

- If yes, what aspects of the quality program stood out to you?

- Clear and consistent procedures _____

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- Regular inspections and audits _____
- Focus on employee training _____
- Defined quality standards _____
- Feedback and continuous improvement mechanisms _____

OTHER:

2. Understanding Quality Programs

- How familiar are you with the concept of a quality program?

- ☐ Very familiar
- ☐ Somewhat familiar
- ☐ Not familiar at all

- In your own words, what do you believe a quality program is for?

- Ensuring consistent results
- Improving customer satisfaction
- Reducing rework and defects
- Enhancing team accountability
- Meeting industry standards

OTHER: _____

- What benefits do you think a quality program can bring to a business like yours?

- Increased client trust and loyalty
- Better project efficiency
- Reduced costs from errors or rework
- Improved team performance
- Compliance with standards and best practices

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OTHER: _____

3. Current Practices

- Do you believe that a quality program can pay for itself by reducing callbacks and rework?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

- Does your company currently have any processes in place to ensure quality?

- ☐ Yes
- ☐ No

- If yes, please describe the processes you use:

- Regular site inspections
- Use of checklists and SOPs
- Staff training programs
- Client feedback surveys
- Quality audits and reviews

OTHER: _____

- Do you track issues like defects, rework, or client complaints?

- ☐ Always
- ☐ Sometimes
- ☐ Never

4. Beliefs About Quality

- Do you believe that a formal quality program can help your business succeed?

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- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

- What challenges do you think you might face in implementing a quality program?

- ☐ Cost
- ☐ Time
- ☐ Employee resistance
- ☐ Lack of knowledge
- ☐ Other: _____

- What motivates you to deliver high-quality results to your clients?

- ☐ Reputation
 - ☐ Client satisfaction
 - ☐ Reducing rework
 - ☐ Increasing profitability
 - ☐ Other: _____
-

5. Next Steps

- What is your main goal for improving quality in your business?

- Minimize defects and rework
- Enhance client relationships
- Achieve industry certification or compliance
- Increase profitability
- Strengthen internal processes

OTHER: _____

Your Quality Advantage Program Begins Here:



- Would you like to schedule a consultation to explore how a tailored quality program could work for your business?

☐ Yes

☐ No

Thank you for completing this worksheet! We look forward to helping you take the next step on your quality journey.

Contact Information:

Name: _____

Business Name: _____

Phone: _____

Email: _____