This questionnaire is interested in the company as a defined legal unit regardless of any other body (e.g. group, establishment). 'In 2003' refers to 'from the 1st January 2003).

Part A: Strategies, Markets and Environment

Extra Services	**Question 2**
	Services the company offers to clients outside the 'main' goods or services. This could be direct product delivery to the client, for example, or complementary diagnostics, after-sales service, sending out product or service information to the client (deadline, quality, traceability), etc.
Member State of the European Union	**Question 6**
	As for today and for 2003, the following 25 countries: Germany, Austria, Belgium, Cyprus, Denmark, Spain, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Holland, Poland, Portugal, Czech Republic, United Kingdom, Slovakia, Slovenia, Sweden.
Management Levels	**Question 7**
	If this number varies as per role considered, use the highest.
Group	**Question 8**
	Body made up of a number of different legal companies and having the same owner. Each group business must serve different markets (different region or products).
Brand Network	The companies (including shops) bearing the same brand (franchise, purchasing groups…) but not belonging to the same owner. This type of organisation entails, for example, common sales concepts or specific savoir-faire and/or common methods (logistics tools, commercial policies, training…).
'Manufacture-Operations' Role	**Question 9**
	The activities (job essentials) combining to bring about the company's product manufacture, goods or services; excluding upstream concept activities (creation/design) and downstream (sales/distribution). In the case of tertiary activities, operational activities for service provision (transport, logistics, maintenance, financial services).
Reporting	**Question 10**
	Periodical delivery of activity indicators (in the form of figures, tables, graphics, etc.) by a company body (service, site) to management, support staff (financial services included) or group HQ. Reporting may be automatic or manual.

Part B: I.T. and Systems

	Question 11
Shared Website	Website where a number of companies are represented (for example, in the case of a group wanting to show all its business on the same website).
Local Area Network (LAN)	I.T. network connecting a group of computer terminals belonging to the same company in a reduced space (room, building or site) and mainly allowing information exchange.
Intranet	I.T. network used within a company or any other organisation employing web browsers and making the same information available to users at one or more sites. It is not accessible from outside the organisation.
Extranet	Secure access site allowing a company to authorise only certain types of external users to consult, generally clients. Generally, an extranet is an extension of an intranet.
Electronic Data Interchange (EDI)	A technique replacing document exchange between companies (orders, invoices, delivery notices, etc.) via computerised exchange connected by special links or a (private) added value network (VAN). Data are structured as per reference technical standards (e.g. Edifact, Etebac).
Other Specific I.T. Links	These links may be internal (inter-site links) or external. They may be based on different technologies (virtual private network – VPN, Transpac, etc.).

Survey into organisational changes and information and communication technologies (OG – ICT)

	Question 13
Electronic Document Management (EDM)	I.T. application allowing capture, indexing and storage of documents and office or internet files.
Knowledge Management	A device including software aimed at improving filing, legalisation and evaluation of technical knowledge, skills or experience (best practice) by simplifying access.
Statistical Analysis Tools, Decision-Making Tools	Software used to explore large amounts of data and find correlations so as to carry out analyses, foresee evolution and help decision-making. These applications (e.g. decision-making tools, data mining tools) use information in centralised databases (data marts, data warehouses).
	Question 14
Integrated Management Software Package or Enterprise Resources Planning (ERP)	A software package allowing business processes to be supervised and information to be shared between jobs via a single database. ERPs are split into modules that match business uses (ERP examples: SAP, Peoplesoft, Oracle).
Software Package	Complete and integrated market software package allowing a general problem to be dealt with by a group of programmes grouped into a whole. Software package examples can be found for customer relationship management (CRM).
In-House Application	An application the company (possibly the group) has specifically developed for its own needs, possibly with outside help. A specifically designed market software package does not constitute an in-house application.
	Question 15
Groupware	A software package allowing users in different geographic locations to be connected to a joint work I.T. network. This goes from exchanging messages, schedules, document bases, etc. For example, Outlook and Lotus Notes have groupware applications. 'Collaborative Web' applications are included here in groupware.
Videoconference (visio conference, teleconference)	A meeting where each of the participants situated in remote locations has specific facilities to allow words and images to be broadcast. These conferences may be between two (visio conference) or three or more (teleconference).
Enterprise Application Integration (EAI)	EAI sets out both solutions and methods aimed at ensuring integration of different I.T. system components, simplifying interfaces between applications. The aim is to allow independent application development without compromising their interconnectivity.
Service Oriented Architecture (SOA)	Within the framework of service oriented architecture, I.T. is considered a group of services or autonomous components which depend on no single context. Service oriented architecture identifies these services, eliminates overlaps and makes the services interact and communicate in a standardised way. It is based on standard protocols such as web services.
Web Services	A standard communication mechanism allowing two applications to communicate based on the same technology, bringing about interoperability via open norms such as XML.
Workflow	Software technology aimed at improving internal business process efficiency. This means establishing a work procedure model with players, tasks and documents taken into account. E.g.: automatic circulation of e-mails to validate a holiday/leave request. Workflow can be part of a BPMS (see below).
BPMS (Business Process Management System)	Software aimed at formalising business procedures with the goal of automating them.

Part C: Customer Relationships	
	Question 17
Customer Relationship Management (CRM)	Software packages allowing all customer relationships to be supervised in one process by grouping marketing campaigns, computerisation of the sales force, daily customer relationship follow-up, etc.

e-marketplace	Electronic purchase or sales site where companies may exchange products and services. This marketplace may be open to all (sites known as general offers) or be for a business sector grouping such as for automotives or volume sales. They help businesses in their search for suppliers and clients.
	Question 19
Largest Customer	This customer may be a business or public service. It is the direct customer who may be an instructing party, distributor, wholesaler, another group company, etc. 'Largest Customer' means: a customer who has made up the largest slice of turnover in 2005. If the 'largest customer' is difficult to identify, choose the last customer you dealt with or with whom you have done business.
Non standard G&S	Personalised goods or services whose characteristics the customer business has specified formally (in terms of reference) or not.

Part D: Supplier Relationships

	Question 22
Largest Supplier	The supplier who has made up the largest slice of purchases in 2005. If the 'largest supplier' is difficult to identify, choose the last supplier you dealt with or with whom you have done business.

Part E: Production, Design, Marketing

	Question 23
ISO 9001, EAQF	Procedures to follow so as to obtain a quality mark. They may involve production but also other business areas such as training or research. ISO 9001 version 2000 standards also include managerial demands, the establishment of model business procedures, etc.
ISO 14001	This standard specifically involves business environment issues.
Value Analysis, Functional Analysis	These methods aim to analyse design choice consequences for processes or products in terms of product value or customer service, safety, maintenance, etc.
Independent Work Groups or Teams	Employees wholly responsible for a group of activities and who have relative independence in internal organisation. These groups have a collective function which is part of their duration.
	Question 24
JIT Production	Within a tight production organisation, the business launches production on customer order and delivers the product or service within very tight deadlines. This system places stress on all business flows and procedures. It can lead to a reduction in stock levels in the case of goods manufacture; for services, it could mean optimal manpower management.
Traceability	Product traceability tools allow location and 'record' tracking in real time or at regular intervals for a product based on different product i.d. technologies such as barcodes, chips and electronic labelling (in particular, RFID – radio frequency identification) and I.T. tools. Traceability of procedures involves systematic registration and data analysis of machines or processes.
Supply Chain Management (SCM)	Procedures and applications responsible for anticipating and guiding physical business flows, customer demands, provisions for suppliers, planning tools help and decision aids. These tools may involve internal or external business (customers and / or suppliers). They could be in-house applications, software packages or ERP.
	Question 25
Specialist	The specialist may be internal or external to the business and even the group. They could be attached to a functional or operational service.

Part H: Accuracy of ICT and Their Uses

	Question 35
ISDN Digital Telephone Line (Integrated Services Digital Network)	A special telephone line transmitting data in digital format with a usually higher rate than traditional telephone lines. It allows voice calls and data transfer (including images, with for example the 'Numeris' service from France Telecom) to be combined.
High speed DSL connection	A technology heightening available bandwidth to transfer data at high speeds over classic telephone lines. The technologies ADSL, SDSL, IDSL, HDSL, RADSL and VDSL go to make this up with speed and varying distance being usual characteristics. The transfer capacity offered allows quick internet access, videoconferencing, and telecommuting, etc.
Other High Speed Connections	Technology allowing a large transfer capacity (at least 2Mbits/s) via a special link, fibre optics, cable and the local loop.
	Question 37

Firewall	A system or combination of systems strengthening the link between various I.T. networks (most often between a local network and the internet). It contains a hardware and/or software package component.
Secure Server	With the context of the internet, a server which supports a secure protocol (such as SSL) used to encrypt data and secure data transfer so as to avoid risks of being listened in on.
Authentication Mechanisms	Individual identification process; the process prior to authorisation.
Numerical signature	A numeric code attached to an electronic message to identify the sender.
PIN (Personal Identification number)	Secret identification code similar to a password assigned to an authorised user.
Question 38	
Worm	Specific virus cable to replicate via I.T. networks, notably on I.T. servers.
Trojan	A programme which often looks useful or harmless but contains a hidden code allowing it to cause damage like a classic virus or take remote control of the machine it is installed on.
Spyware	Malicious software that infects a computer with the aim of collecting and transferring data from the computer it is installed on to third parties, e.g. user habits, without the latter's knowledge.
Question 40	
Public Authorities	Governmental organisations acting on a central or local level. These also include public agencies such as the ANPE (National Employment Agency), etc.
	These relations with public authorities over the internet may be obligatory, incentives or optional (the company decides).
Questions 42 et 43	
e-commerce	The term 'e-commerce' covers sales or purchases for goods or services via electronic means from procedure beginning to end.
	They are commercial transactions carried out either on the internet (on a site such as Toile), or traditional EDI (electronic data interchange) or other non-internet I.T. networks (minitel).
	Orders received or given over the phone, fax or e-mail are not considered part of e-commerce. These tools do not allow complete automation of commercial transactions.
Networks besides Internet	Questions 42 and 43 make a distinction between I/P (Internet Protocol) networks and other networks. The latter are used to communicate between computers but are not publicly accessible (owner networks). Examples would be EDI over a private network or interactive telephone systems. They do not include networks based on I/P.
	Certain companies have upgraded their traditional EDI network to internet (EDI Web) as a transfer support. The corresponding business is to be assigned as internet.