



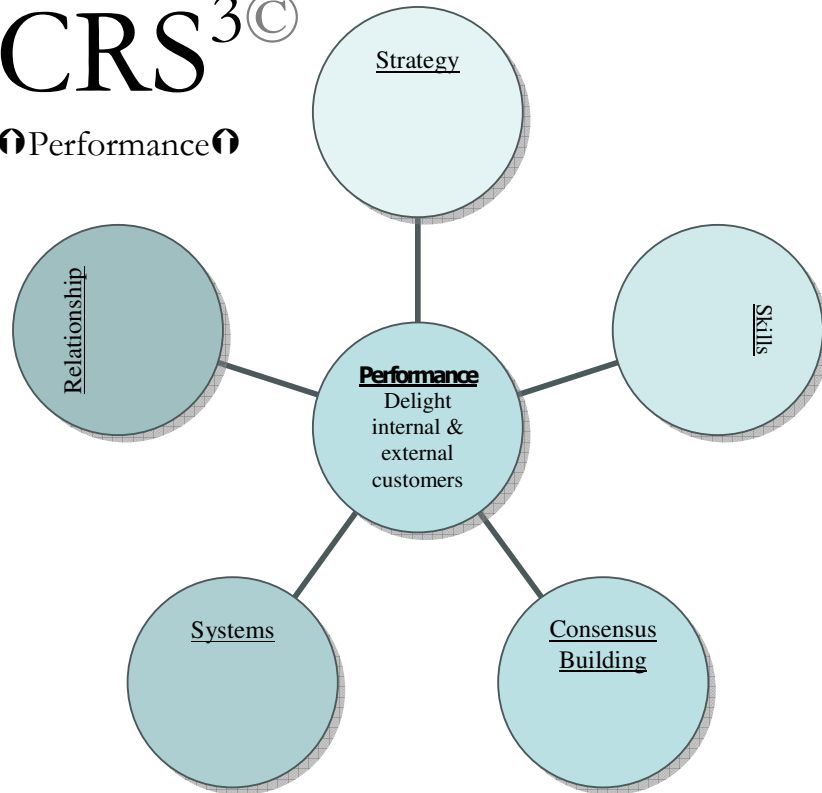
CRS³® Assessment Questionnaire

About CRS³®

In our experience with different ownership and cultural models of organizations spanning from multinational to aboriginal; from hi tech to no tech; from mammoth to tiny; from BoD to proprietorships; from the for and not so for profit; we discovered that performance was the driving word for everyone. While the perception of the word differs, further research leads us to believe that there is almost universal unanimity on these key dimensions of performance which we call CRS³® (pronounced CRS cube). CRS³® is built on Five Pillars of Performance which are the key drivers of performance in any organization and result in delighted customers, shareholders, employees and suppliers. The aim is to increase the VALUE and VOLUME of a business as elaborated below; hence all our consulting and training services fall in these areas; for a DIRECT linkage with performance:

CRS³®

⌚ Performance ⌚



CRS Cube® – Five Pillars of Performance

1. 'Performance' primary pillar is 'Strategy' the shrouded and closely guarded secret
2. 'Consensus' to ensure apples are apples to everyone- teamwork, character, values and motivation
3. Now the business must build or fine-tune its 'Processes' the way things get done
4. Unlock the performance key of 'Skills' so the organization knows what it is supposed to know
5. Critical dimension of 'Relationships' be they internal with employees, or external with customers, or partners

Consulting Team

Our core consulting team comprises Syed Muhammad Imran Owais Kazmi Creative, innovative and yet precise; Imran's approach to consulting and training is one of OWNERSHIP. He thinks feels and acts as if it is his investment and career on the stake at the client's end. Hence the client gets SUCCESS in whatever form or manner they desire. Imran has professional working experience with multinationals like British-American Tobacco, Motorola, BASF/Knoll, Nokia distributors in various functions like business leadership, marketing and sales, customer care, training and development, Organization Development, IT and distribution. Imran loves jazz and playing child with children. To assist himself, Imran uses a combination of partners, distance consultants based globally and ex colleagues to deliver his targets and deadlines on time.



Performance Assessment Questionnaire (CRS³®)

Every client deserves a unique solution. Based on this concept, we believe the FIRST step for us is to understand WHERE you stand today, next we compare that with where you want to BE so we can measure and fill the gap.

With every passing day, fiercely competitive markets around us see yet another competitor or redefined conventional competitor providing a better product, service or a business solution that is either inexpensive, value added or a brand new concept. Which leads us to the question: Is today's business management model prepared for the challenges of the future to retain and acquire market share in accordance with our potential, plans and capacity? We know your top management team truly recognizes these challenges and hence would be interested in knowing more about our 21st century vision... "We don't run businesses; just make them run faster." ...by assisting our clients to remove performance bottlenecks through our research based CRS³® model; elaborated on the attached page. This model has immense potential for bringing about measurable productivity and performance enhancement.

Please answer the following questions openly (ideally involve top management and senior personnel from HR as well); once you are done, you can fax back this form to us or discuss in person, thereafter we will meet you to give you our assessment; **free of cost**, via a presentation in the 3 areas where you fall according to this model namely **Green (doing fine)**, **Orange (Bumps ahead)** and **Red (Fix ASAP)** so that you know what are the EXACT bottlenecks to your performance; which you can choose to resolve. Please use a separate paper for remarks.

Your Name			
Designation			
Company			
Phone/email			
Question (please tick yes or no, if partly sure rate between 1 and 10 where 1 is lowest/closer to "No" and 10 is highest/closer to "Yes")			
Strategy	Yes	No	Rating
We have a vision statement			
We have a corporate strategy			
We have planned our business to yield maximum cash flow			
Everyone in the company has a basic and clear idea of the corporate strategy			
Our strategy is building long term value for the company			
We have planned our business cycle for growth phases			
We follow our vision statement			
Our strategy is appreciated by our customers			
We have planned our business for maximum investments			
We have not planned our business			
Systems	Yes	No	Rating
We have clearly defined procedures of work			
We have little or no duplication or repetition in our system			
We are encouraged to suggest improvement in our procedures and systems			
We believe in following the system			
We believe in delivering results sometimes bypassing the system within defined exceptions or with approvals			
We follow the procedures defined for our work			
Our suggestions to change the system are acknowledged			
Our management is open to diversions to deliver results in case they do not			



cause regulatory or long term damage			
Our suggestions to change the system are implemented			
We use IT to the fullest			
We use wireless technology to the fullest			
Skills	Yes	No	Rating
We know our strengths and weaknesses			
We acquire trainee feedback after the workshop			
We know our team's strengths and weaknesses			
We periodically assess our and team's strengths and weaknesses			
We believe training is a continuous cycle of on and off the job activities			
We periodically build on strengths and cover weaknesses through training programs whether internal or external			
We study trainee performance on the job to see knowledge, skills or attitudes application			
Relationships	Yes	No	Rating
Our relationships are based on immediate financial gains			
Staff are not the responsibility of HR alone in our company			
Customers are not the responsibility of marketing and sales alone in our company			
We care for people			
We are sensitive to other people's needs			
Our relationships are based on long term value			
Consensus Building	Yes	No	Rating
On an average more than 30% of our time is spent on meetings			
We encourage formalized feedback			
We have systems for collecting feedback			
We communicate openly			
We communicate honestly			
We care for each other beyond our professional lives			
We encourage healthy arguments and constructive criticism			
We discourage ridicule and insulting behavior			
We share ideas before implementing			
We are an open minded team to new ideas and suggestions			
We analyze and act on employee feedback			
We have more than 2 formal in-house meetings a day			

Please complete this questionnaire and email back to:
 Syed Muhammad Imran O Kazmi on info@crscube.com