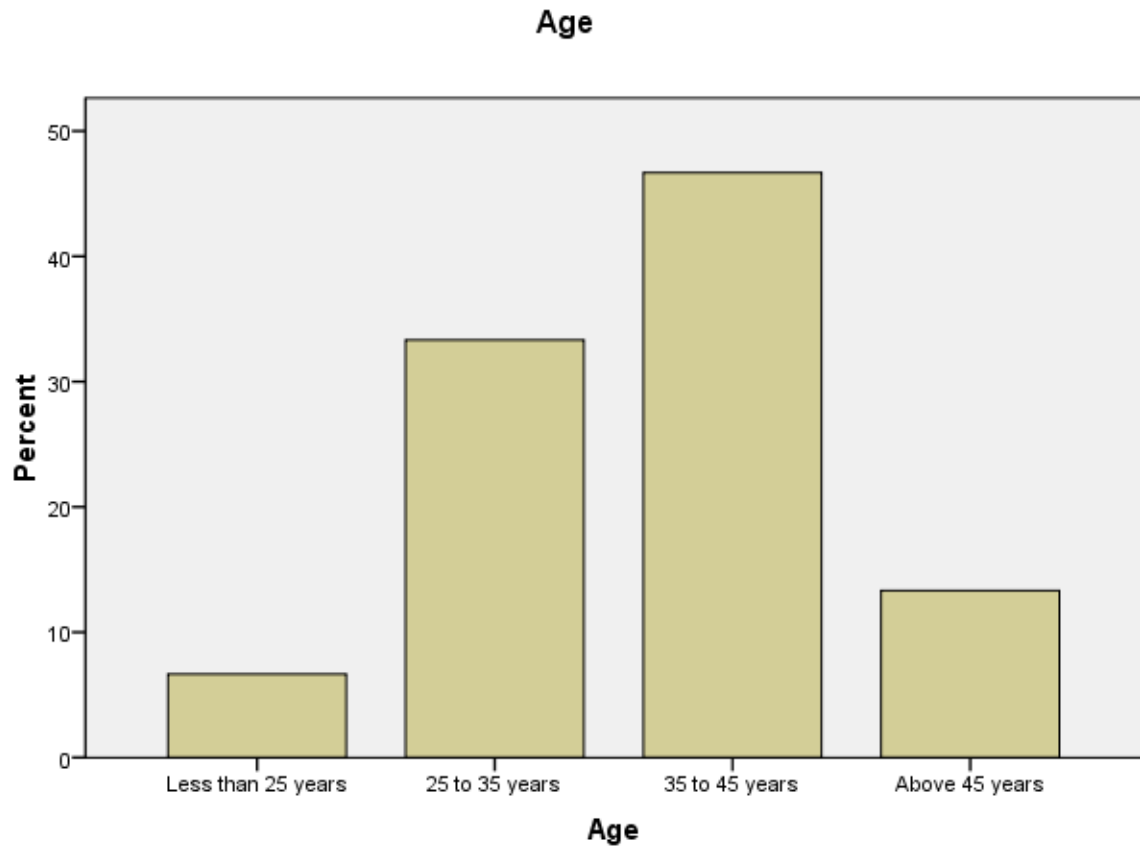


From the following table we can observe that about 46.7% of the participants belonged to the age group of 35- 45 years. Following bar graph also shows taller bar for the same.

Age

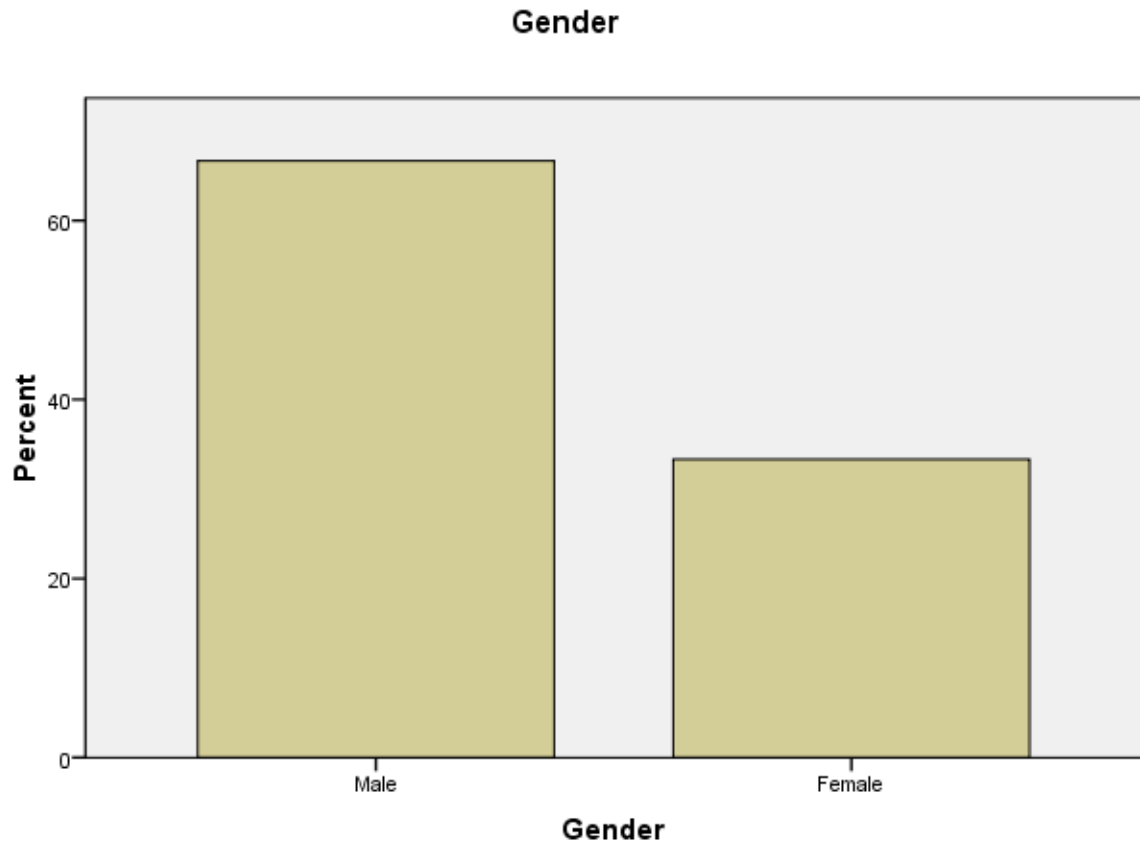
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Less than 25 years	1	6.7	6.7	6.7
25 to 35 years	5	33.3	33.3	40.0
35 to 45 years	7	46.7	46.7	86.7
Above 45 years	2	13.3	13.3	100.0
Total	15	100.0	100.0	



From the following table we can observe that about 66.7% of the participants were male. Following bar graph also shows taller bar for the same.

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	10	66.7	66.7	66.7
Female	5	33.3	33.3	100.0
Total	15	100.0	100.0	

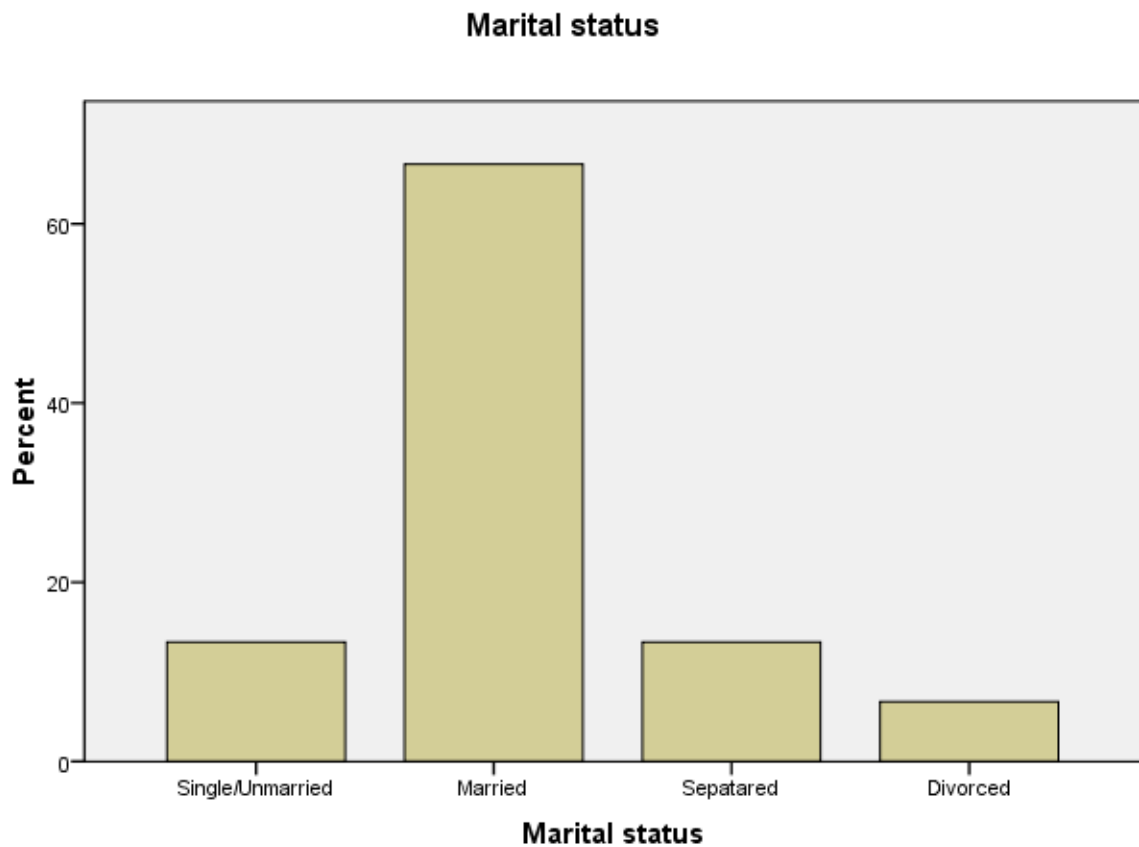


From the following table we can observe that about 66.7% of the participants were married. Following bar graph also shows taller bar for the same

Marital status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single/Unmarried	2	13.3	13.3	13.3
Married	10	66.7	66.7	80.0
Separated	2	13.3	13.3	93.3

Divorced	1	6.7	6.7	100.0
Total	15	100.0	100.0	

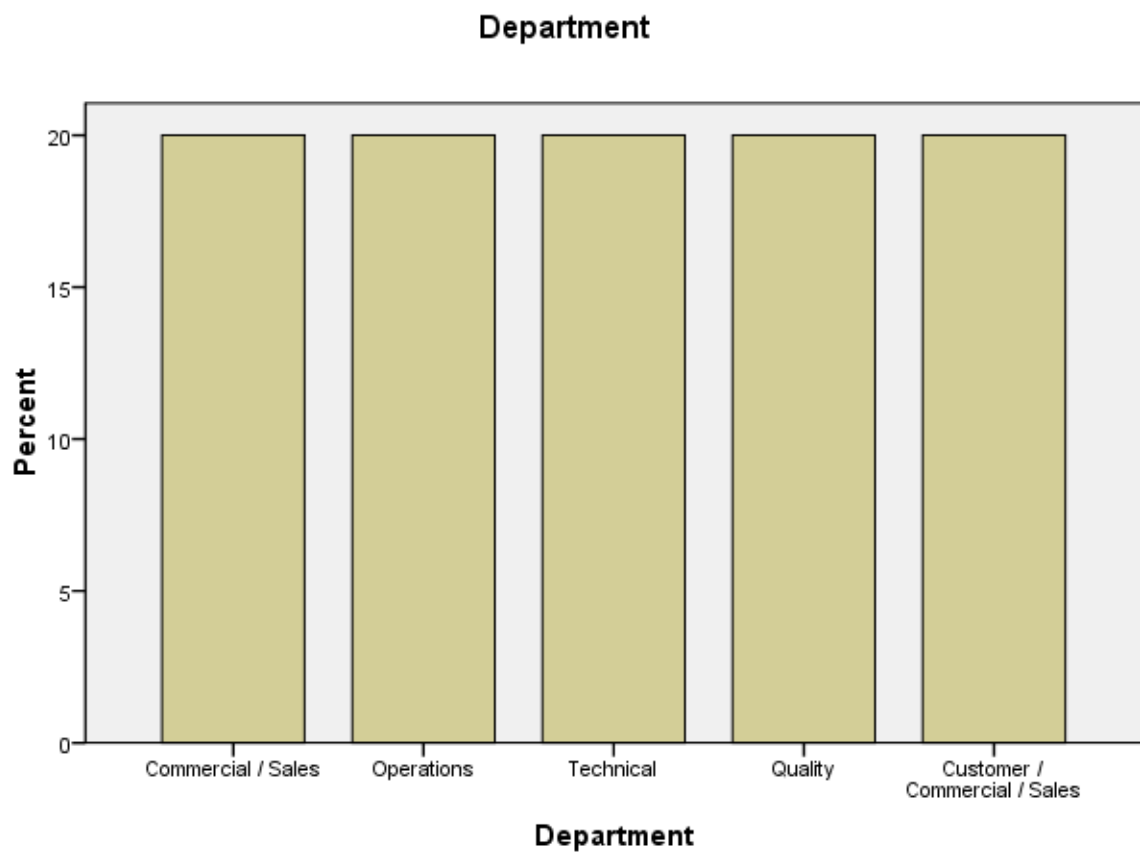


From the following table we can observe that about 20% of the participants were from different departments including: commercial / sales, operations, technical, quality and customer / commercial / sales. Every department gave three participants from low, middle and high organizational level within that particular department. Following bar graph also shows taller bar for the same

Department

Amber Leah's Work Sample

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Commercial / Sales	3	20.0	20.0	20.0
Operations	3	20.0	20.0	40.0
Technical	3	20.0	20.0	60.0
Quality	3	20.0	20.0	80.0
Customer / Commercial / Sales	3	20.0	20.0	100.0
Total	15	100.0	100.0	

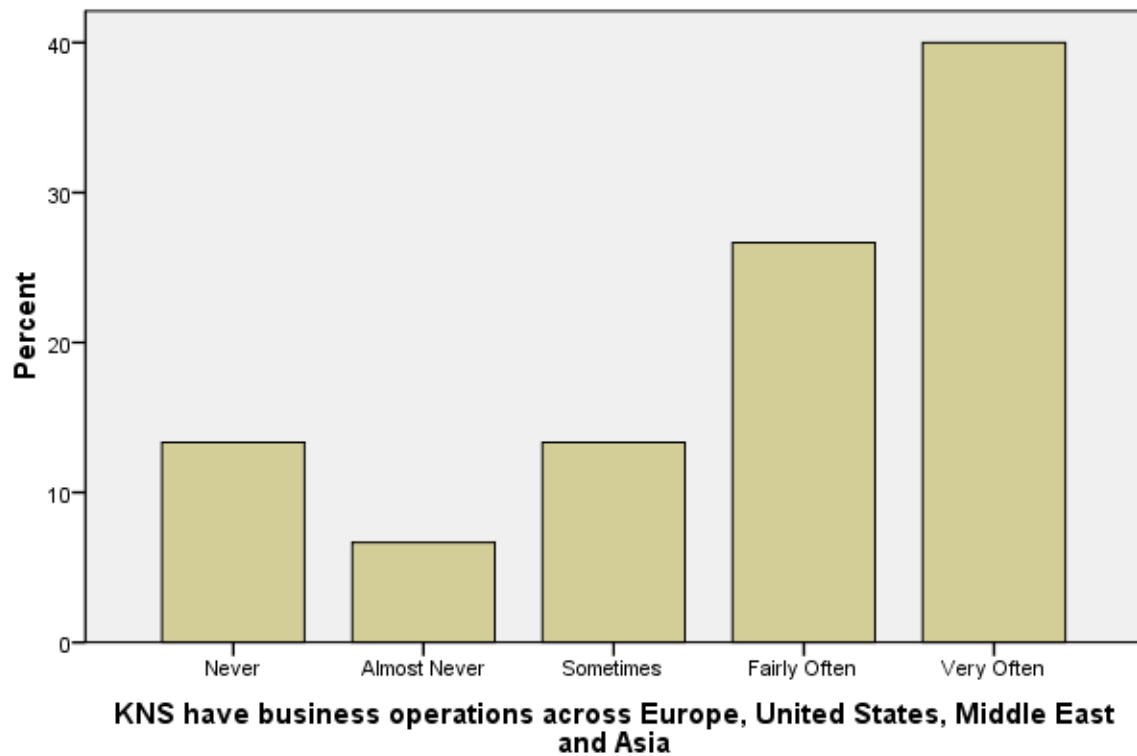


From the following table we can observe that about 40% of the participants responded that very often their KNS have business operations across Europe, United States, Middle East and Asia. Following bar graph also shows taller bar for the same.

KNS have business operations across Europe, United States, Middle East and Asia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	1	6.7	6.7	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	4	26.7	26.7	60.0
Very Often	6	40.0	40.0	100.0
Total	15	100.0	100.0	

KNS have business operations across Europe, United States, Middle East and Asia



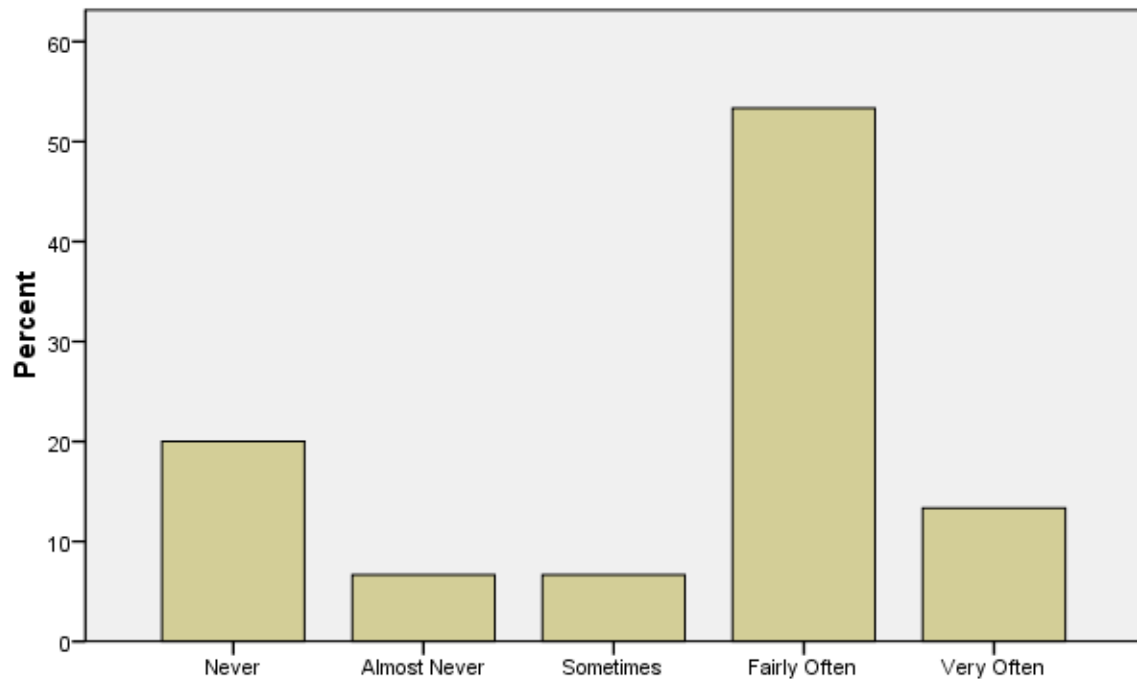
From the following table we can observe that about 53.3% of the participants responded that fairly often their KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity. Following bar graph also shows taller bar for the same.

KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Almost Never	1	6.7	6.7	26.7

Sometimes	1	6.7	6.7	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity



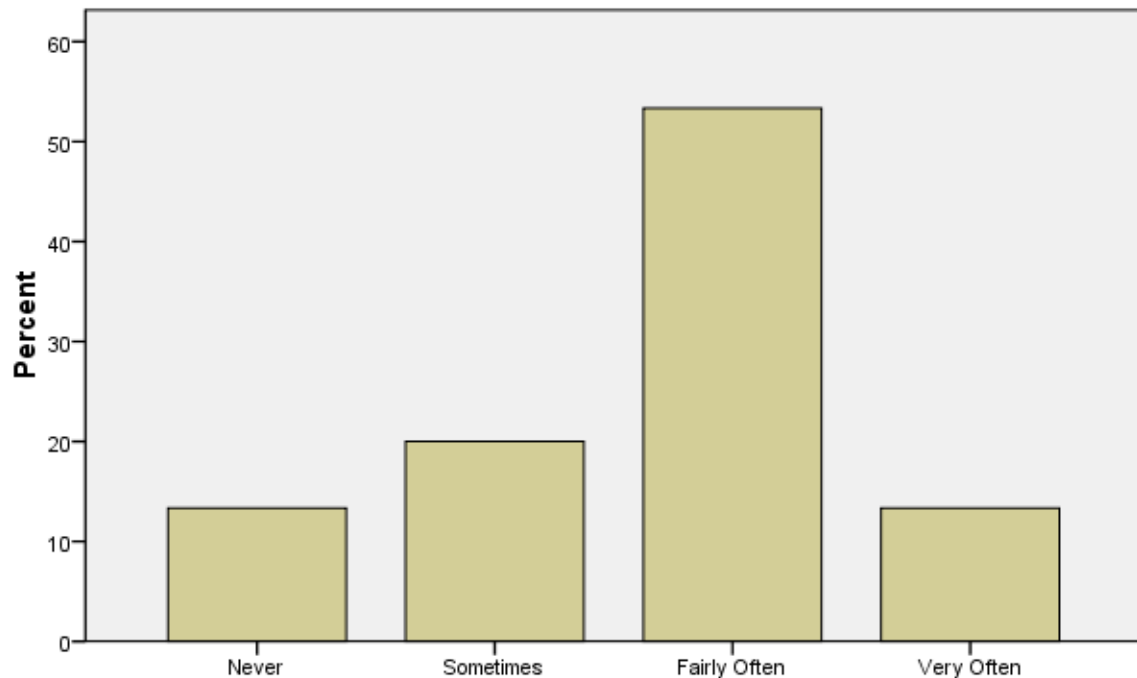
KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity

From the following table we can observe that about 53.3% of the participants responded that fairly often, the Singapore government was well organized and was supportive to its logistics and transportation industry. Following bar graph also shows taller bar for the same.

The Singapore government is well organized and is supportive to its logistics and transportation industry

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Sometimes	3	20.0	20.0	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

The Singapore government is well organized and is supportive to its logistics and transportation industry



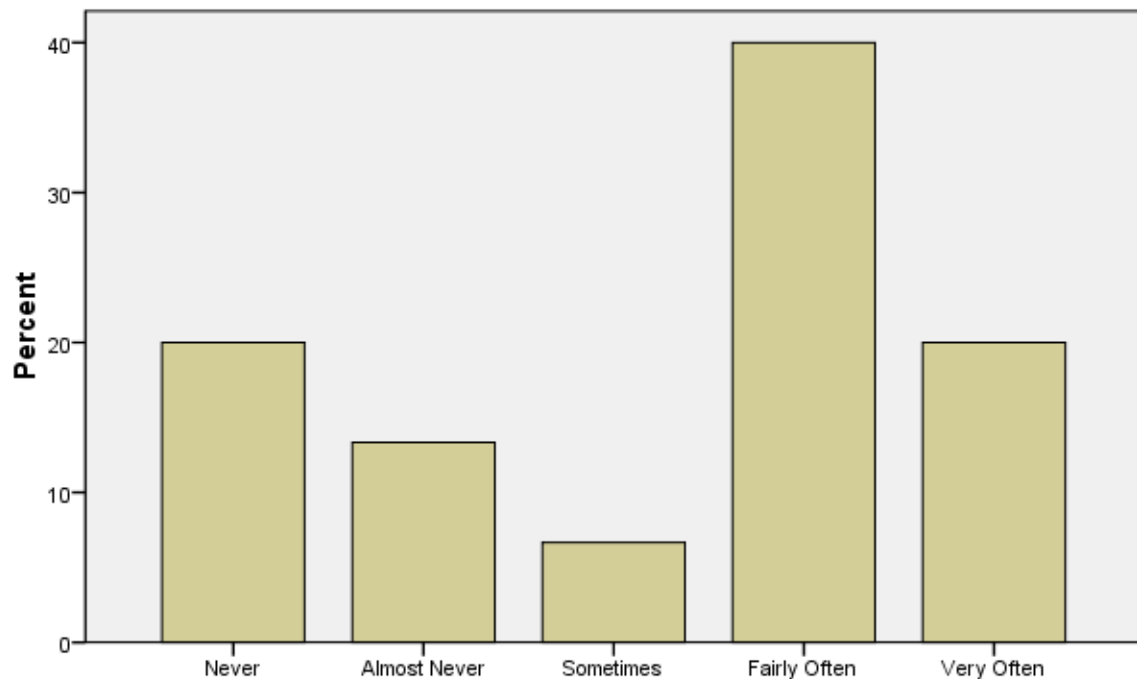
The Singapore government is well organized and is supportive to its logistics and transportation industry

From the following table we can observe that about 40% of the participants responded that fairly often, KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment. Following bar graph also shows taller bar for the same.

KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Almost Never	2	13.3	13.3	33.3
Sometimes	1	6.7	6.7	40.0
Fairly Often	6	40.0	40.0	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment



KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment

From the following table we can observe that about 46.7% of the participants responded that very often, KNS has low level of Organizational Process Leadership and leaders show low attention to company processes. Following bar graph also shows taller bar for the same.

KNS has low level of Organizational Process Leadership and leaders show low attention to company processes

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0

Amber Leah's Work Sample

Sometimes	2	13.3	13.3	33.3
Fairly Often	3	20.0	20.0	53.3
Very Often	7	46.7	46.7	100.0
Total	15	100.0	100.0	

KNS has low level of Organizational Process Leadership and leaders show low attention to company processes

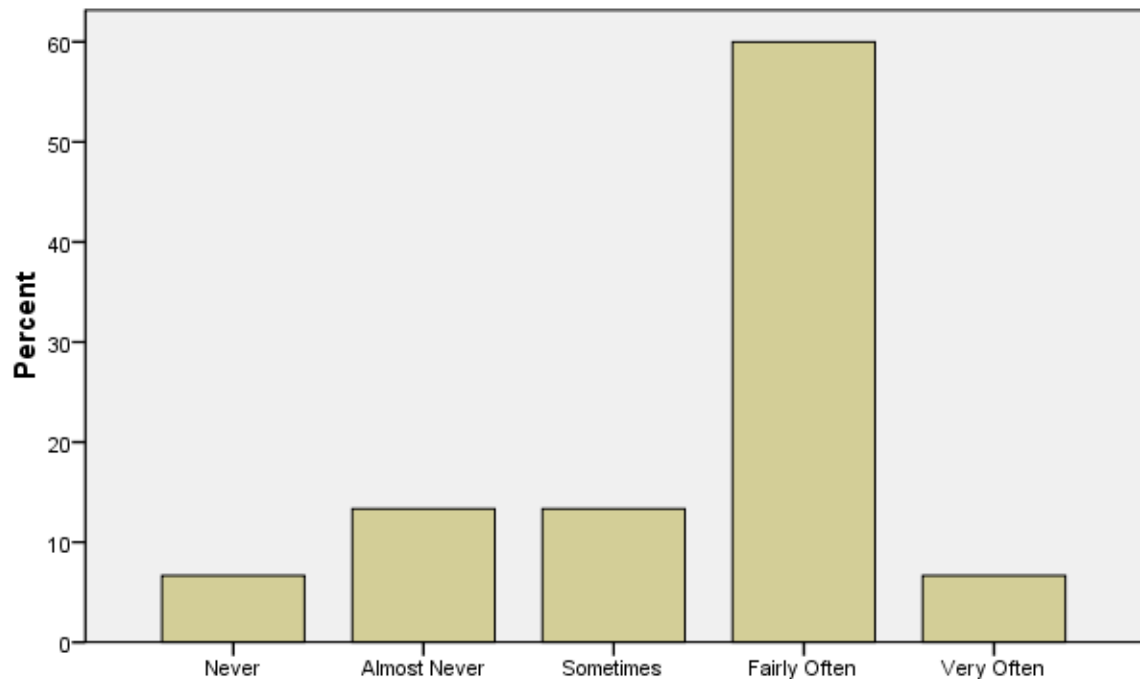


From the following table we can observe that about 60% of the participants responded that very often, KNS has weak project management; operations management and information management systems. Following bar graph also shows taller bar for the same.

KNS has weak project management; operations management and information management systems

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	9	60.0	60.0	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has weak project management; operations management and information management systems



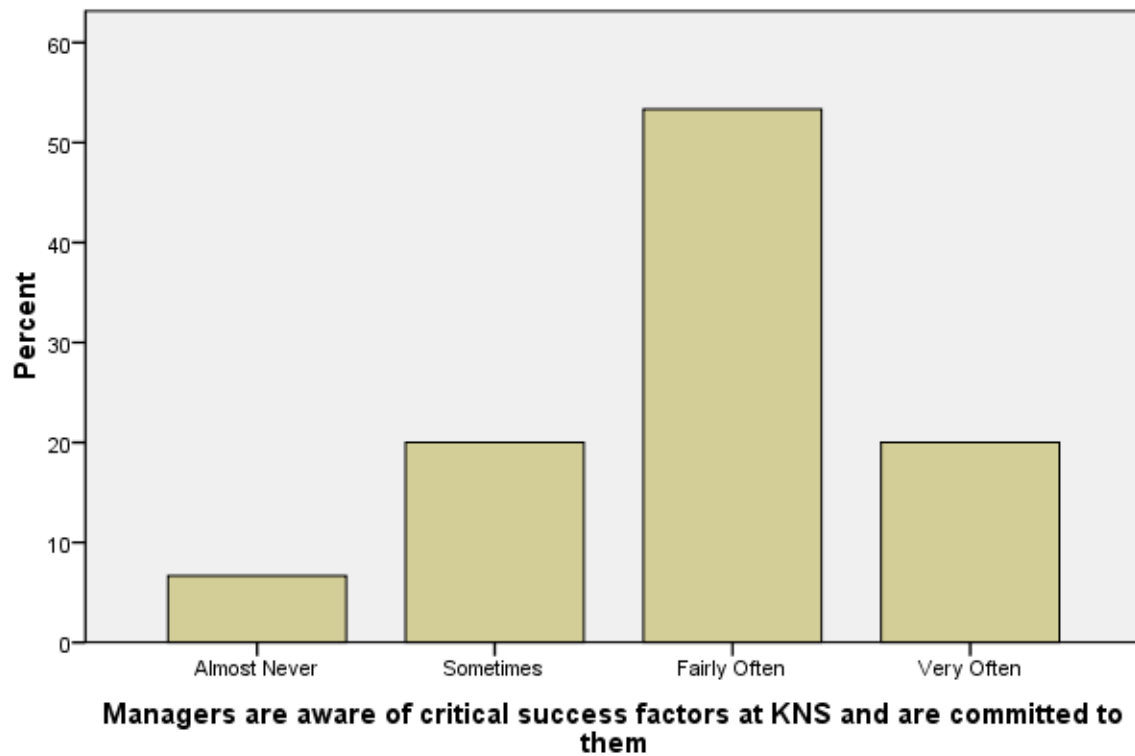
KNS has weak project management; operations management and information management systems

From the following table we can observe that about 53.3% of the participants responded that fairly often their managers are aware of critical success factors at KNS and are committed to them. Following bar graph also shows taller bar for the same.

Managers are aware of critical success factors at KNS and are committed to them

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Almost Never	1	6.7	6.7	6.7
Sometimes	3	20.0	20.0	26.7
Fairly Often	8	53.3	53.3	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

Managers are aware of critical success factors at KNS and are committed to them



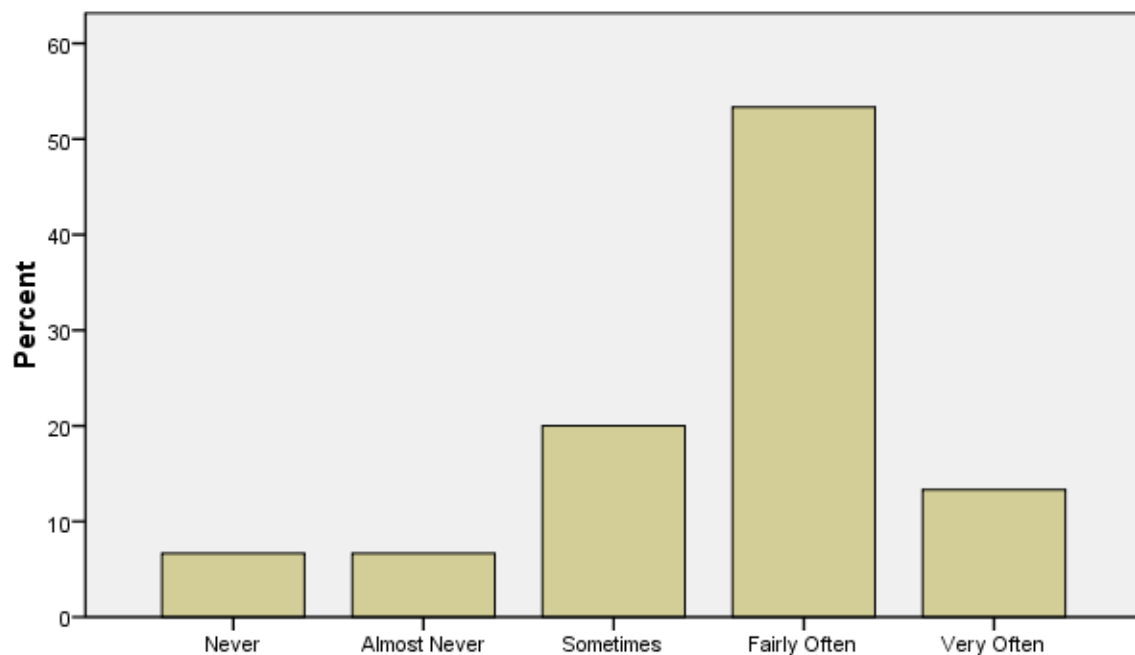
From the following table we can observe that about 53.3% of the participants responded that fairly often, KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process. Following bar graph also shows taller bar for the same.

KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7

Almost Never	1	6.7	6.7	13.3
Sometimes	3	20.0	20.0	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process



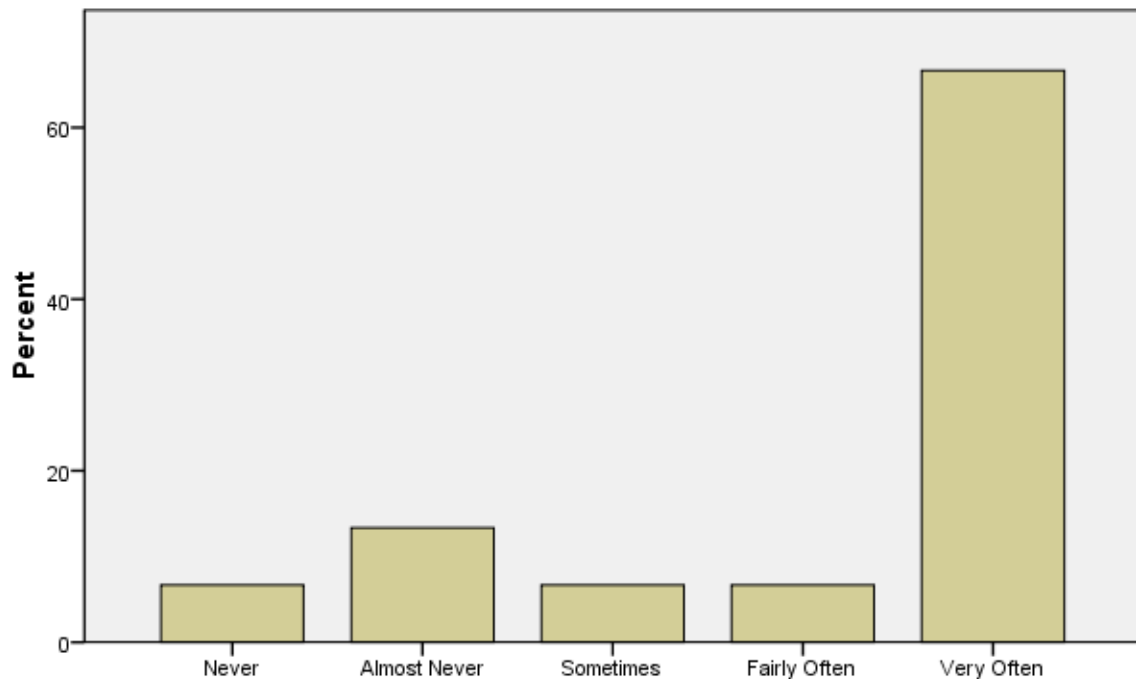
KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process

From the following table we can observe that about 66.7% of the participants responded that very often, KNS has adequate, effective and relevant value-adding processes, support processes, and resources. Following bar graph also shows taller bar for the same.

KNS has adequate, effective and relevant value-adding processes, support processes, and resources

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0
Sometimes	1	6.7	6.7	26.7
Fairly Often	1	6.7	6.7	33.3
Very Often	10	66.7	66.7	100.0
Total	15	100.0	100.0	

KNS has adequate, effective and relevant value-adding processes, support processes, and resources



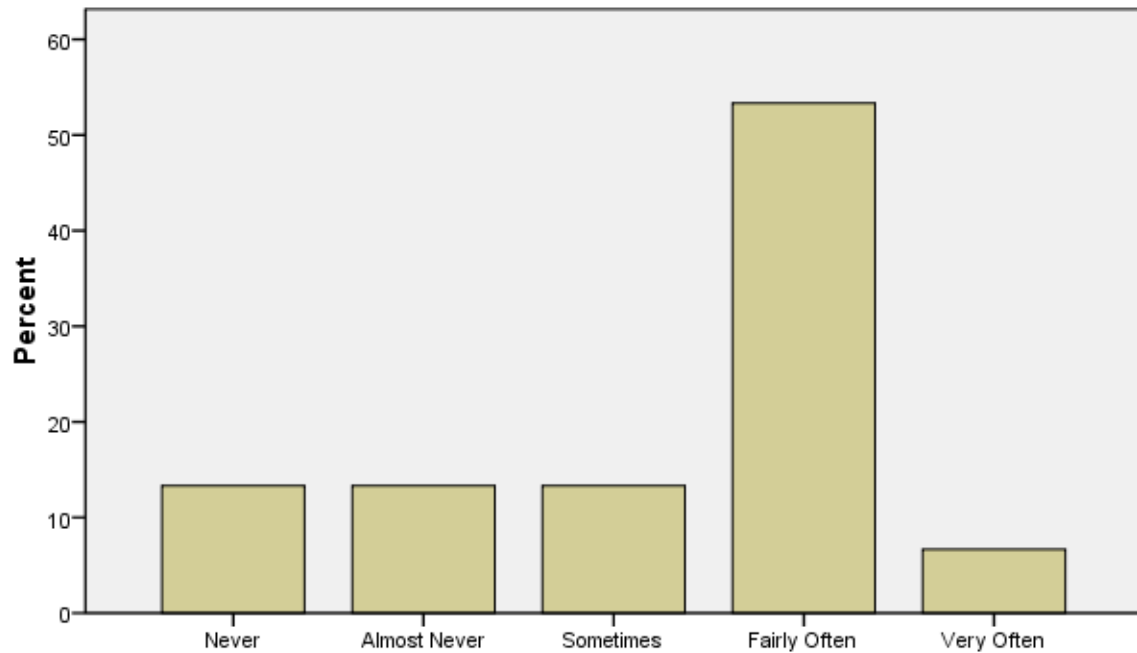
KNS has adequate, effective and relevant value-adding processes, support processes, and resources

From the following table we can observe that about 53.3% of the participants responded that fairly often, There was a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS. Following bar graph also shows taller bar for the same.

There is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	2	13.3	13.3	26.7
Sometimes	2	13.3	13.3	40.0
Fairly Often	8	53.3	53.3	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

There is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS



There is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS

From the following table we can observe that about 60% of the participants responded that fairly often, KNS has senior sponsorship and the CEO engagement programs in line with their work challenges. Following bar graph also shows taller bar for the same.

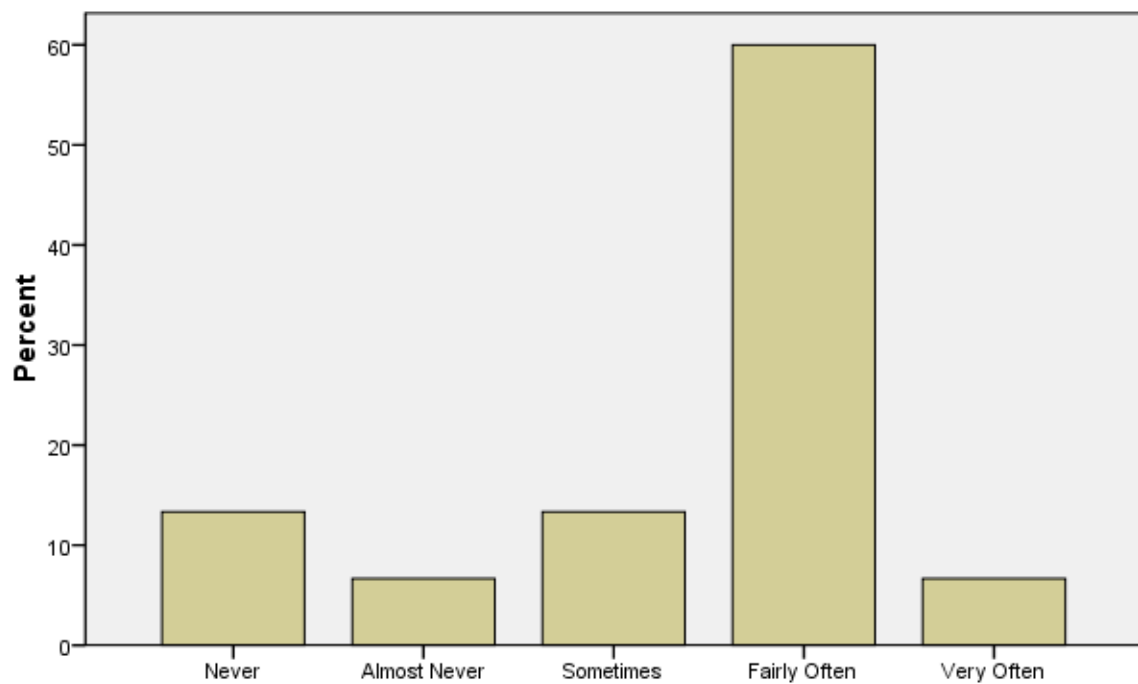
KNS has senior sponsorship and the CEO engagement programs in line with their work challenges

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3

Amber Leah's Work Sample

Almost Never	1	6.7	6.7	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	9	60.0	60.0	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has senior sponsorship and the CEO engagement programs in line with their work challenges



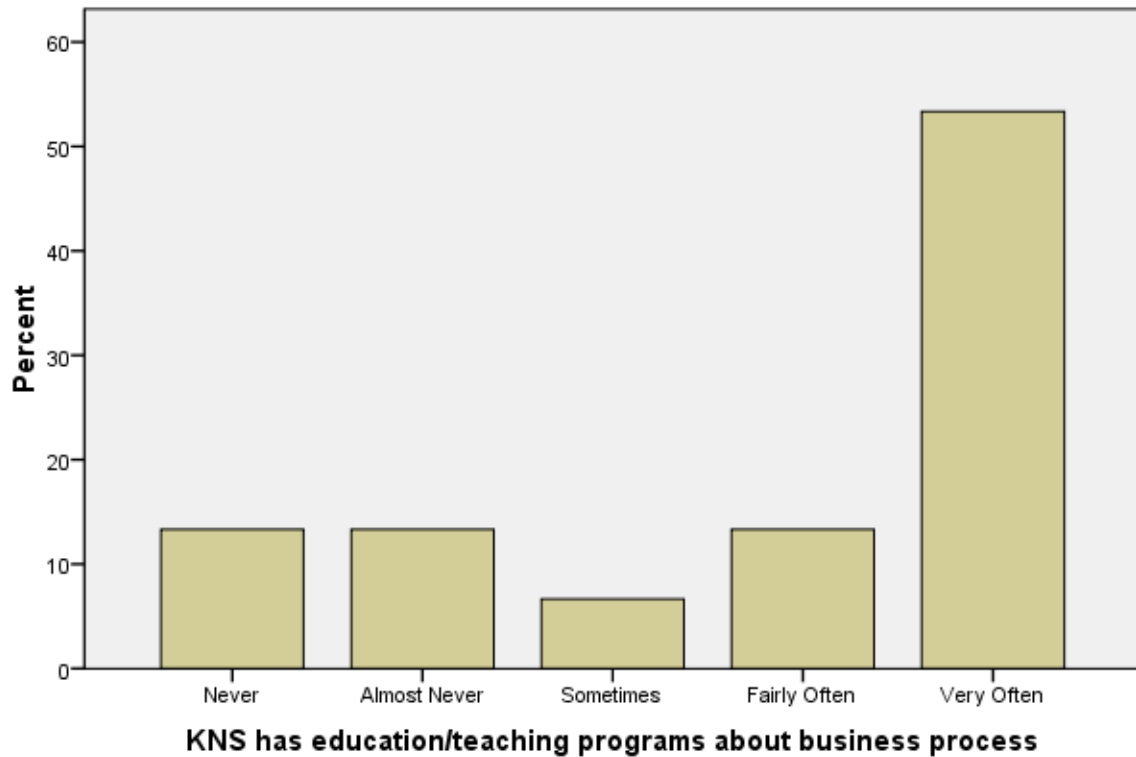
KNS has senior sponsorship and the CEO engagement programs in line with their work challenges

From the following table we can observe that about 53.3% of the participants responded that very often, KNS has education/teaching programs about business process. Following bar graph also shows taller bar for the same.

KNS has education/teaching programs about business process

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	2	13.3	13.3	26.7
Sometimes	1	6.7	6.7	33.3
Fairly Often	2	13.3	13.3	46.7
Very Often	8	53.3	53.3	100.0
Total	15	100.0	100.0	

KNS has education/teaching programs about business process



From the following table we can observe that about 60% of the participants responded that fairly often, KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome. Following bar graph also shows taller bar for the same.

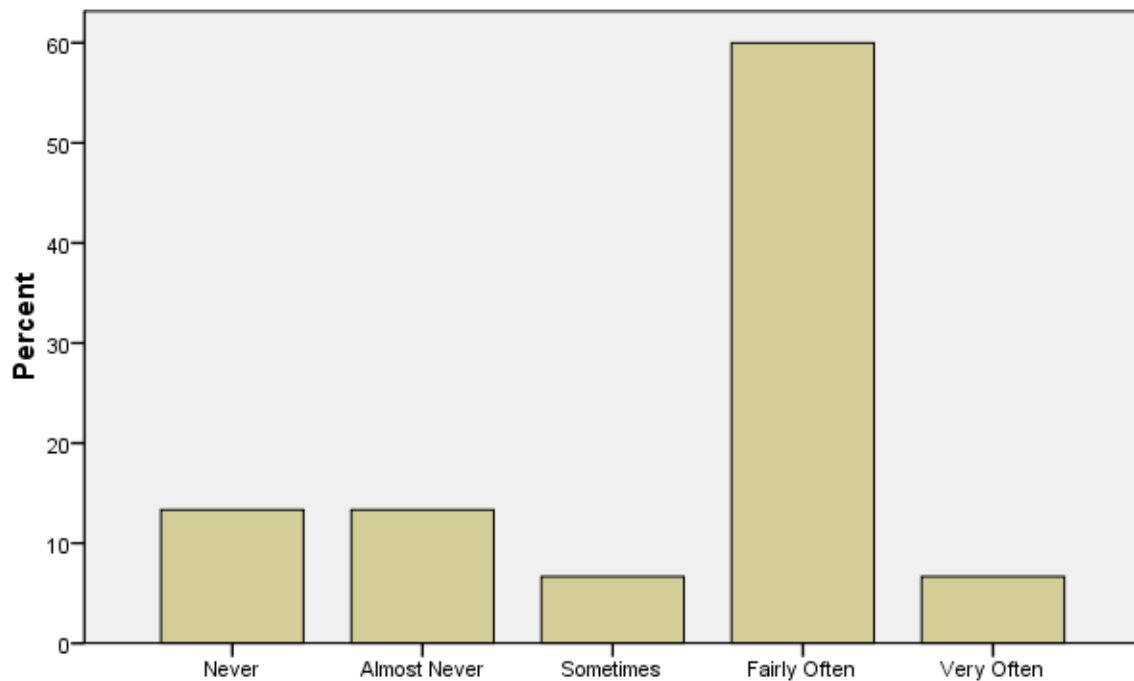
KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	2	13.3	13.3	26.7

Amber Leah's Work Sample

Sometimes	1	6.7	6.7	33.3
Fairly Often	9	60.0	60.0	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome



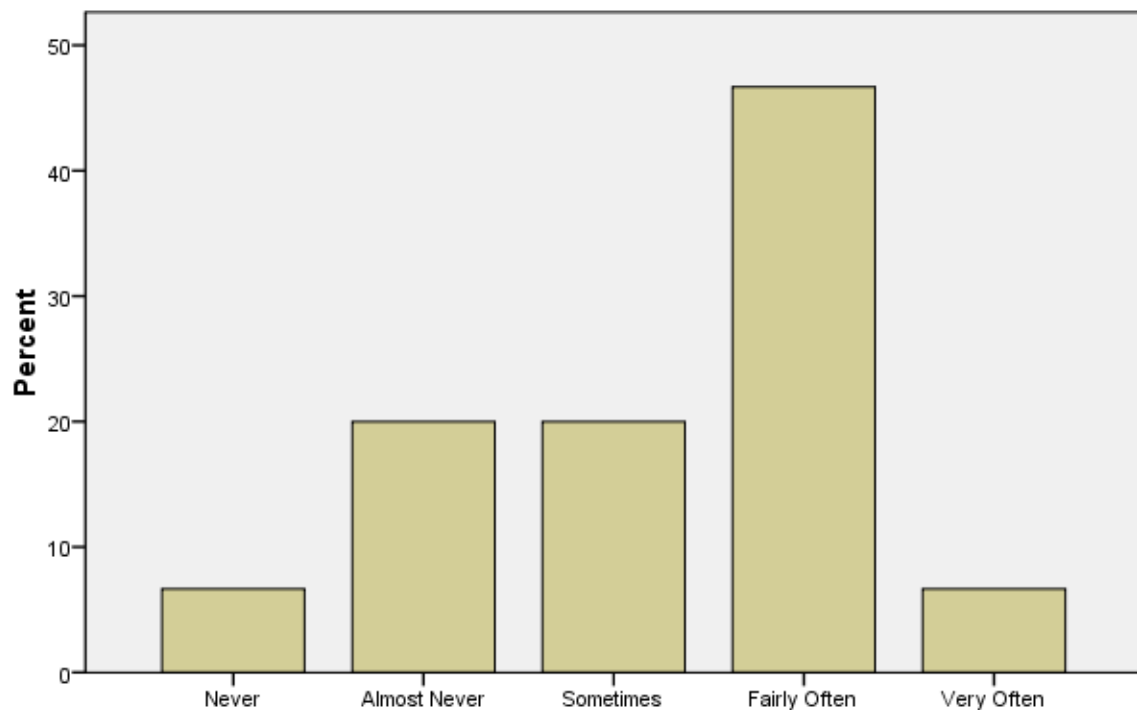
KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome

From the following table we can observe that about 46.7% of the participants responded that fairly often, there was timeliness and effectiveness of solutions to customers' complaints. Following bar graph also shows taller bar for the same.

There is timeliness and effectiveness of solutions to customers' complaints

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	3	20.0	20.0	26.7
Sometimes	3	20.0	20.0	46.7
Fairly Often	7	46.7	46.7	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

There is timeliness and effectiveness of solutions to customers' complaints



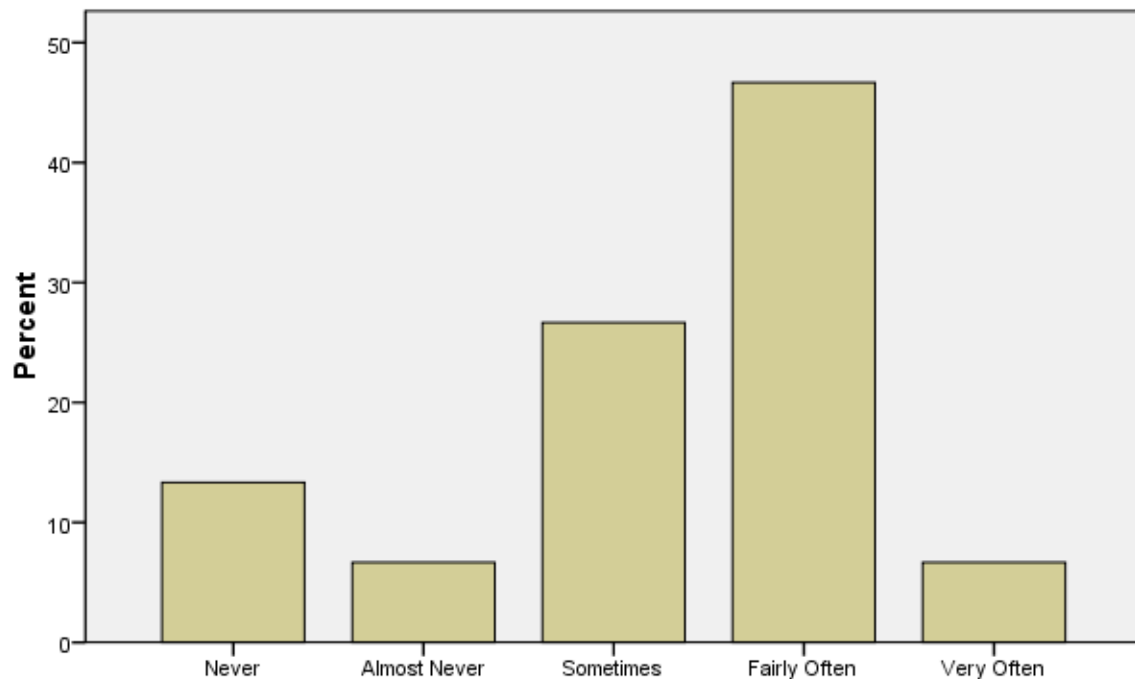
There is timeliness and effectiveness of solutions to customers' complaints

From the following table we can observe that about 46.7% of the participants responded that fairly often, KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour. Following bar graph also shows taller bar for the same.

KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	1	6.7	6.7	20.0
Sometimes	4	26.7	26.7	46.7
Fairly Often	7	46.7	46.7	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has good and effective governance mechanism that helps in decision making,assign roles and responsibilities, and enforce behaviour



KNS has good and effective governance mechanism that helps in decision making,assign roles and responsibilities, and enforce behaviour

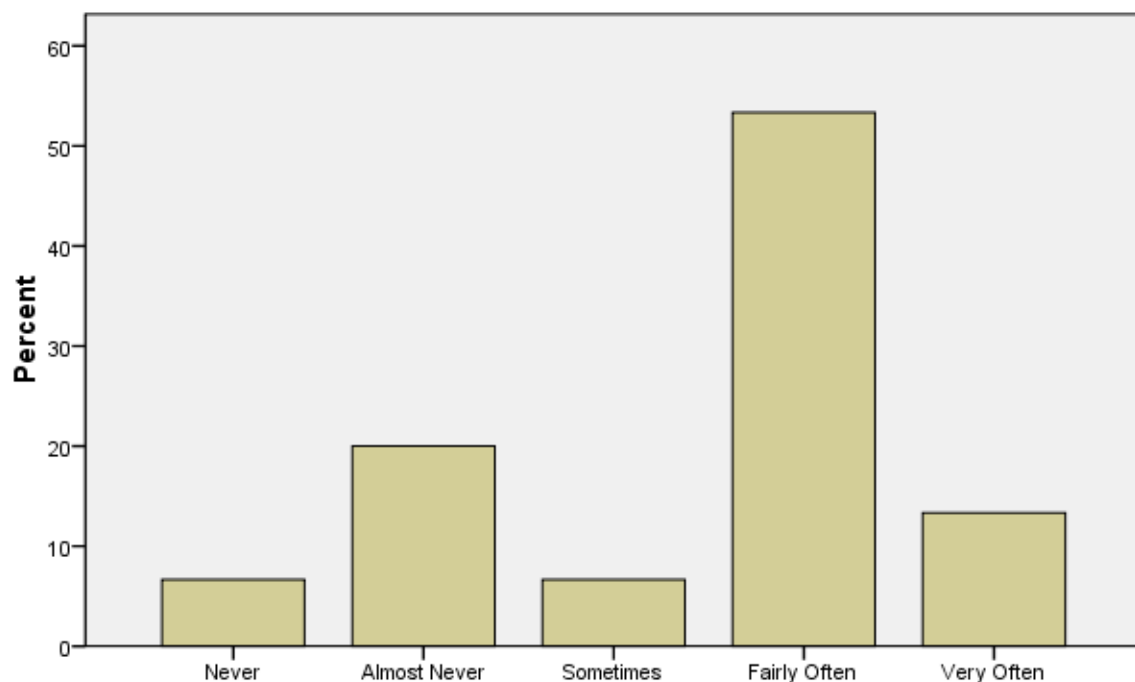
From the following table we can observe that about 53.3% of the participants responded that fairly often, KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables. Following bar graph also shows taller bar for the same.

KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	3	20.0	20.0	26.7
Sometimes	1	6.7	6.7	33.3

Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables



KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables

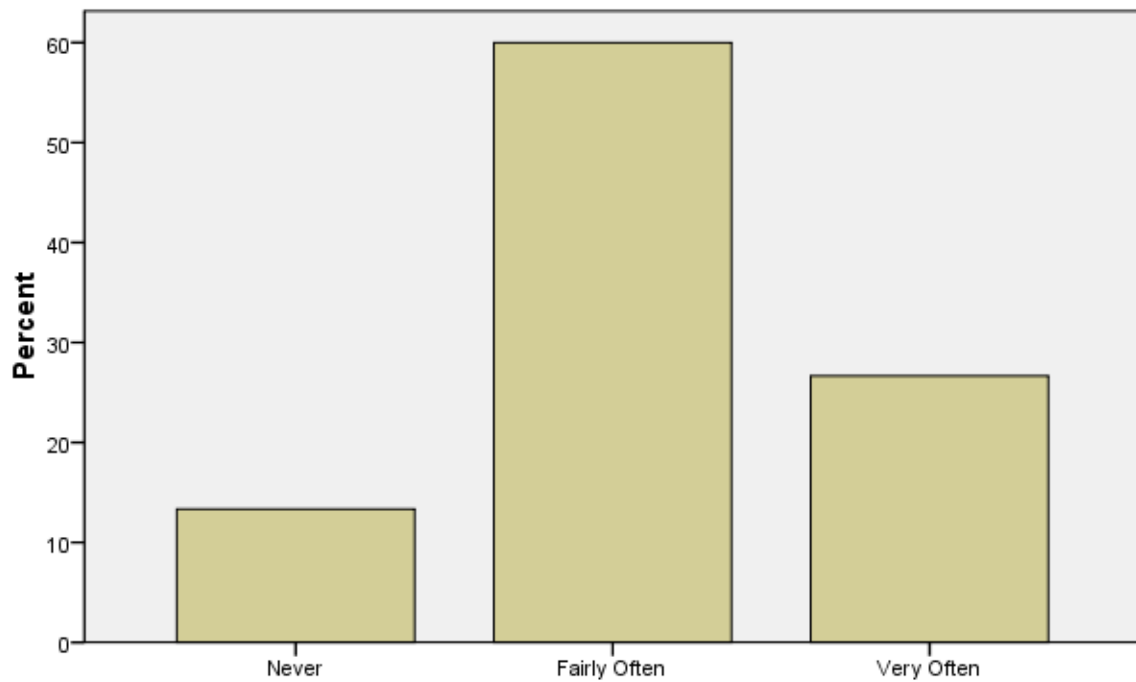
From the following table we can observe that about 60% of the participants responded that fairly often KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved. Following bar graph also shows taller bar for the same.

KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved

Amber Leah's Work Sample

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Fairly Often	9	60.0	60.0	73.3
Very Often	4	26.7	26.7	100.0
Total	15	100.0	100.0	

KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved



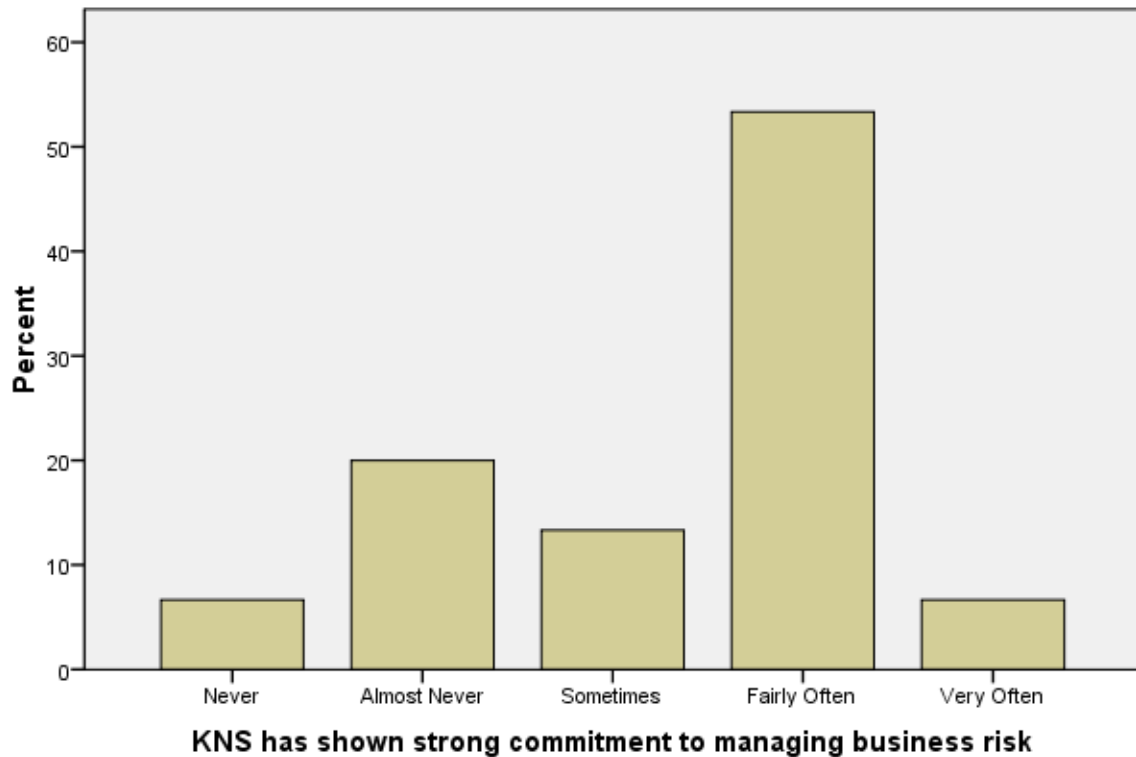
KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved

From the following table we can observe that about 53.3% of the participants responded that fairly often KNS has shown strong commitment to managing business risk. Following bar graph also shows taller bar for the same.

KNS has shown strong commitment to managing business risk

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	3	20.0	20.0	26.7
Sometimes	2	13.3	13.3	40.0
Fairly Often	8	53.3	53.3	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has shown strong commitment to managing business risk



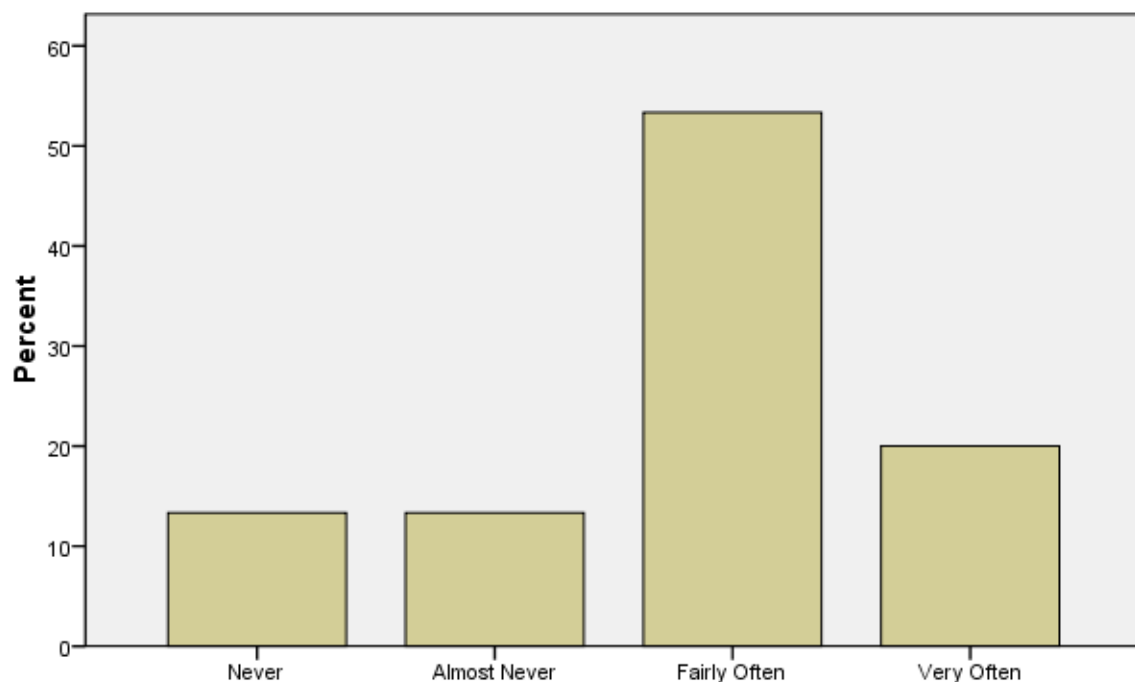
From the following table we can observe that about 53.3% of the participants responded that fairly often Business Process Management (BPM) has been used as tool at KNS to address various business processes needs. Following bar graph also shows taller bar for the same.

Business Process Management (BPM) has been used as tool at KNS to address various business processes needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	2	13.3	13.3	26.7

Fairly Often	8	53.3	53.3	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

Business Process Management (BPM) has been used as tool at KNS to address various business processes needs



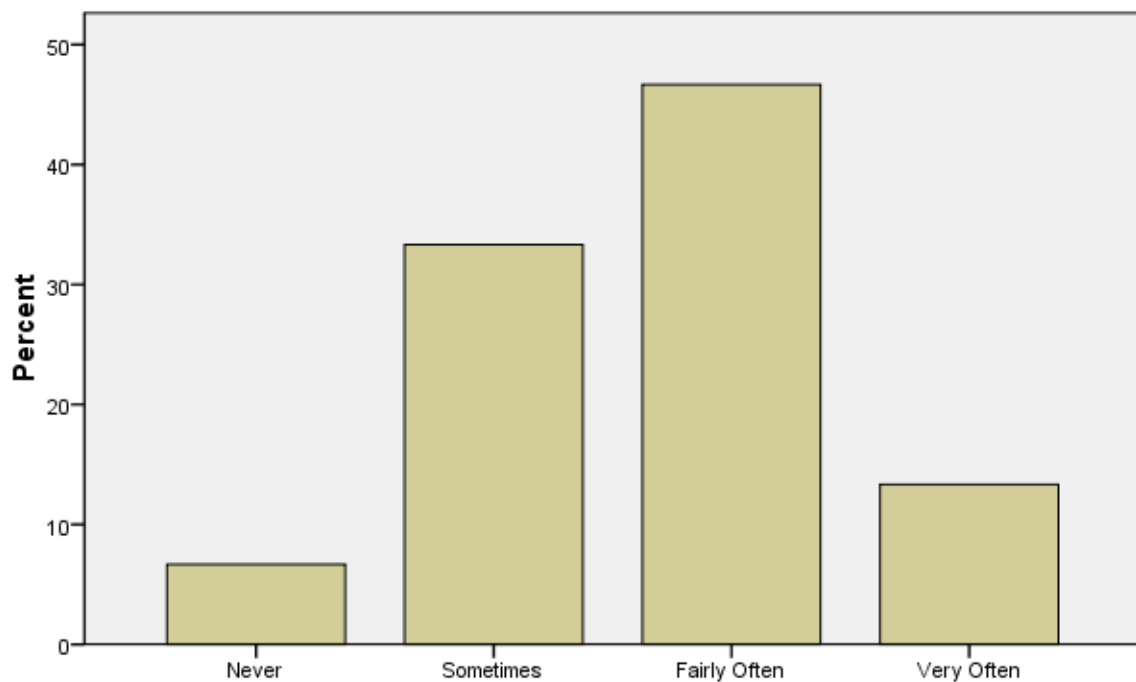
Business Process Management (BPM) has been used as tool at KNS to address various business processes needs

From the following table we can observe that about 46.7% of the participants responded that fairly often KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays. Following bar graph also shows taller bar for the same.

KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Sometimes	5	33.3	33.3	40.0
Fairly Often	7	46.7	46.7	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays



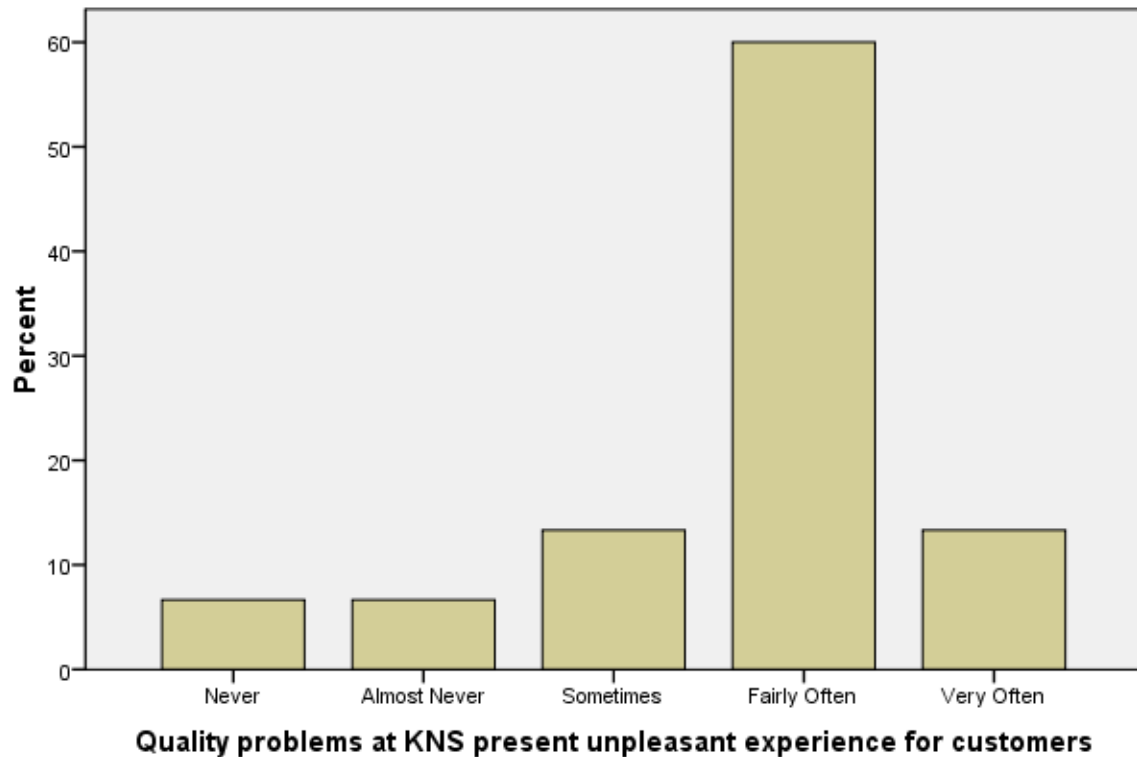
KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays

From the following table we can observe that about 60% of the participants responded that fairly often quality problems at KNS present unpleasant experience for customers. Following bar graph also shows taller bar for the same.

Quality problems at KNS present unpleasant experience for customers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	1	6.7	6.7	13.3
Sometimes	2	13.3	13.3	26.7
Fairly Often	9	60.0	60.0	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

Quality problems at KNS present unpleasant experience for customers



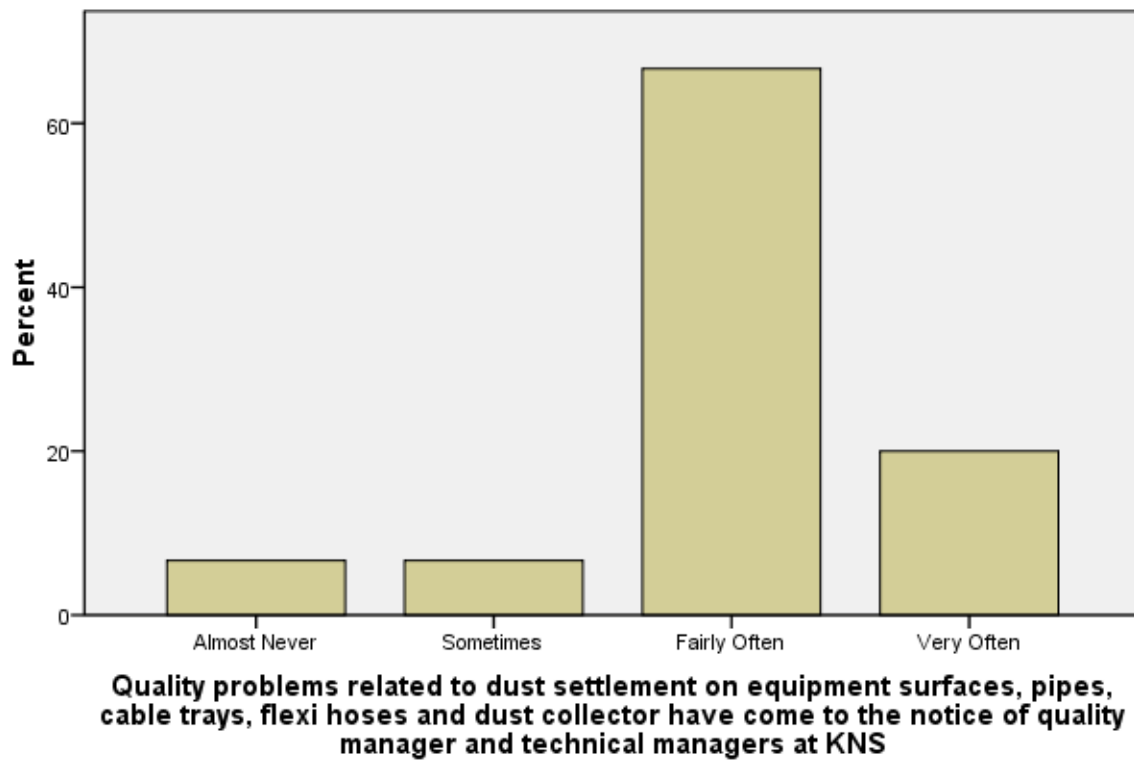
From the following table we can observe that about 66.7% of the participants responded that fairly often quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS. Following bar graph also shows taller bar for the same.

Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Almost Never	1	6.7	6.7	6.7

Sometimes	1	6.7	6.7	13.3
Fairly Often	10	66.7	66.7	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS



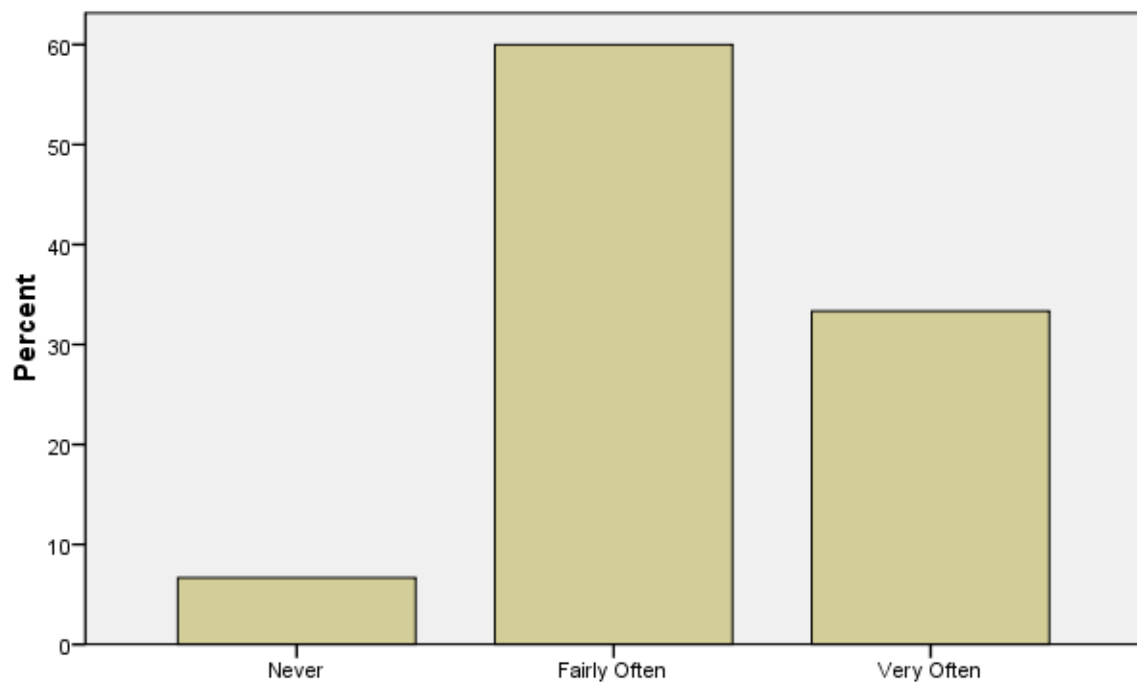
From the following table we can observe that about 60% of the participants responded that fairly often KNS has established benchmarks for result measure, diagnostic measure, and competence measure. Following bar graph also shows taller bar for the same.

KNS has established benchmarks for result measure, diagnostic measure, and competence measure

Amber Leah's Work Sample

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Fairly Often	9	60.0	60.0	66.7
Very Often	5	33.3	33.3	100.0
Total	15	100.0	100.0	

KNS has established benchmarks for result measure, diagnostic measure, and competence measure



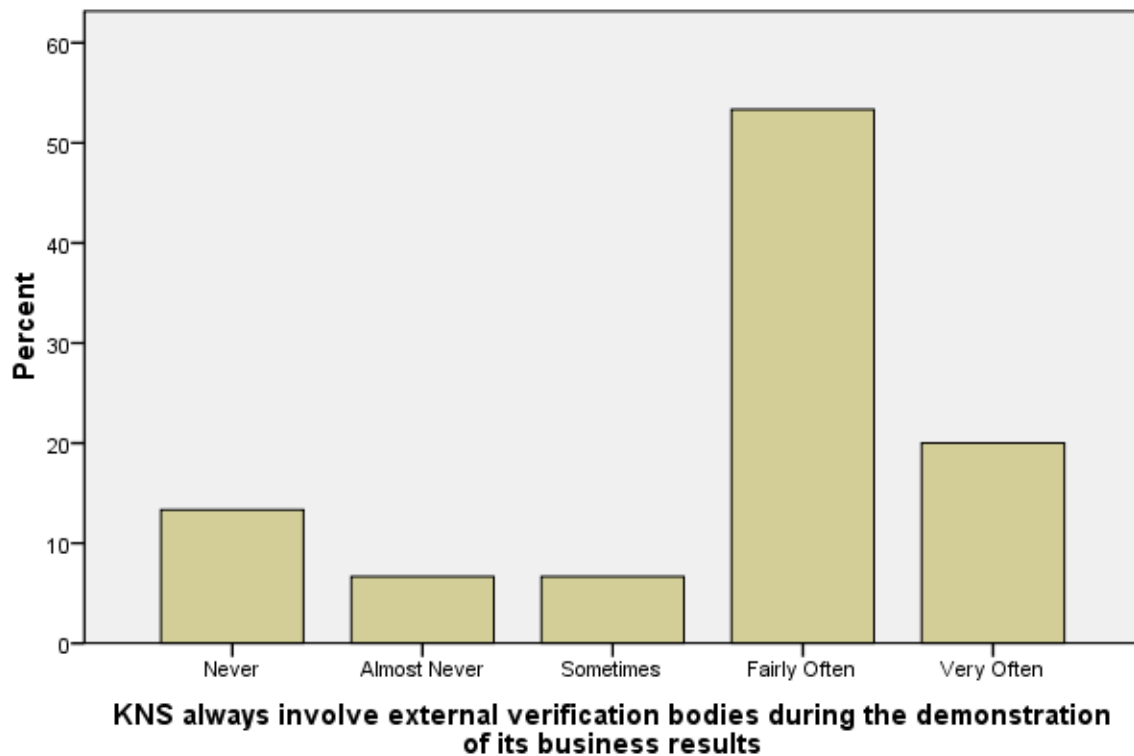
KNS has established benchmarks for result measure, diagnostic measure, and competence measure

From the following table we can observe that about 53.3% of the participants responded that fairly often KNS always involve external verification bodies during the demonstration of its business results. Following bar graph also shows taller bar for the same.

KNS always involve external verification bodies during the demonstration of its business results

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	1	6.7	6.7	20.0
Sometimes	1	6.7	6.7	26.7
Fairly Often	8	53.3	53.3	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

KNS always involve external verification bodies during the demonstration of its business results



From the following table we can observe that about 46.7% of the participants responded that fairly often KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice. Following bar graph also shows taller bar for the same.

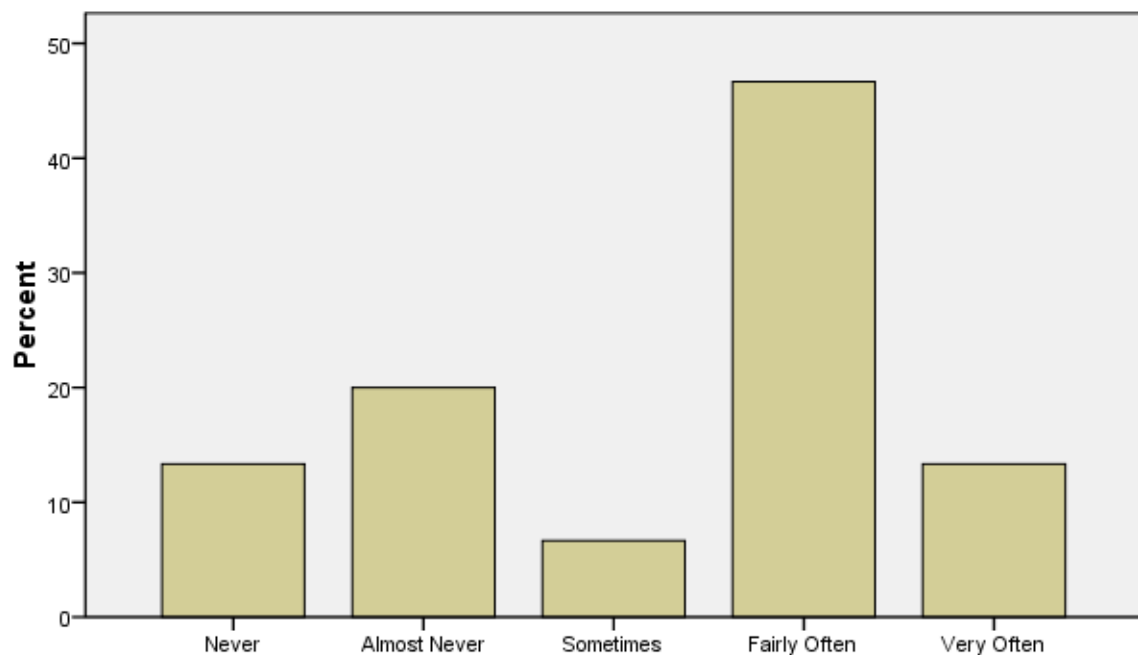
KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3

Amber Leah's Work Sample

Almost Never	3	20.0	20.0	33.3
Sometimes	1	6.7	6.7	40.0
Fairly Often	7	46.7	46.7	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.



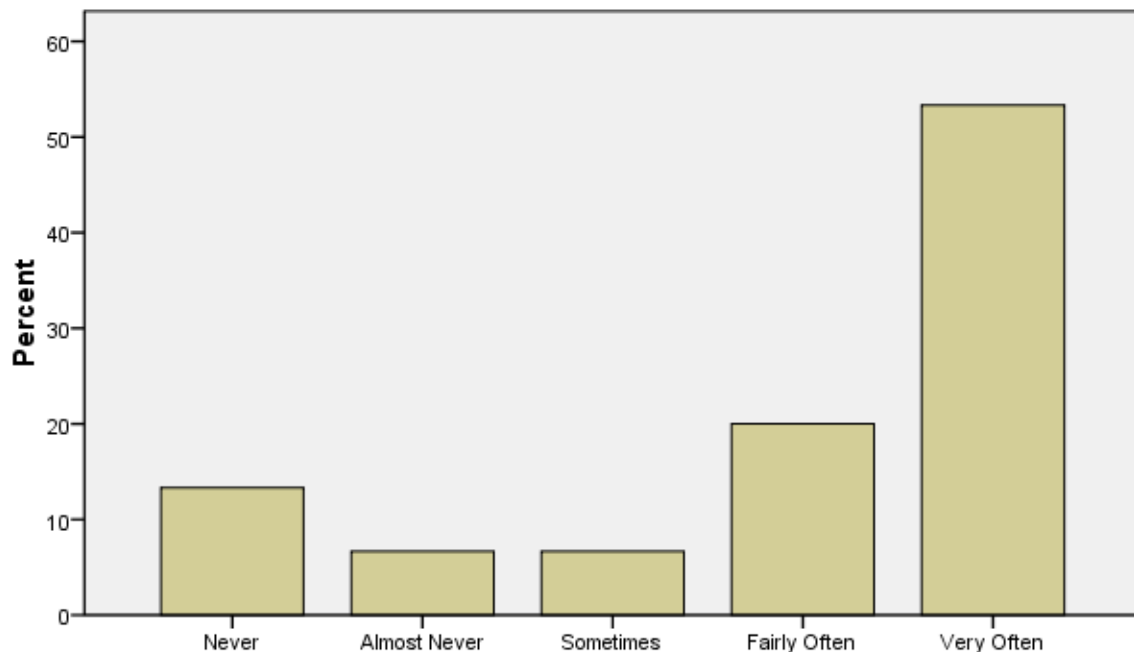
KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.

From the following table we can observe that about 53.3% of the participants responded that very often KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes. Following bar graph also shows taller bar for the same.

KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	1	6.7	6.7	20.0
Sometimes	1	6.7	6.7	26.7
Fairly Often	3	20.0	20.0	46.7
Very Often	8	53.3	53.3	100.0
Total	15	100.0	100.0	

KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.



KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

From the following table we can observe that about 53.3% of the participants responded that very often there was use of external experts/consultant at KNS to present the professional talk to the executive. Following bar graph also shows taller bar for the same.

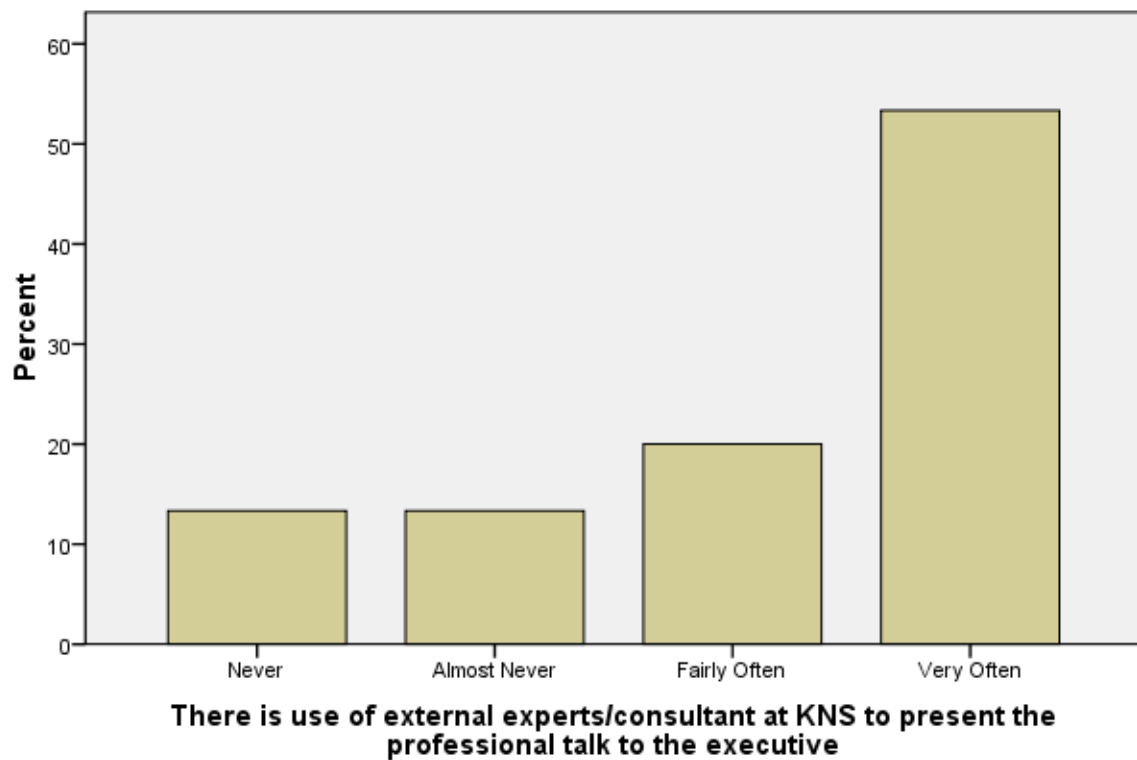
There is use of external experts/consultant at KNS to present the professional talk to the executive

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3

Amber Leah's Work Sample

Almost Never	2	13.3	13.3	26.7
Fairly Often	3	20.0	20.0	46.7
Very Often	8	53.3	53.3	100.0
Total	15	100.0	100.0	

There is use of external experts/consultant at KNS to present the professional talk to the executive

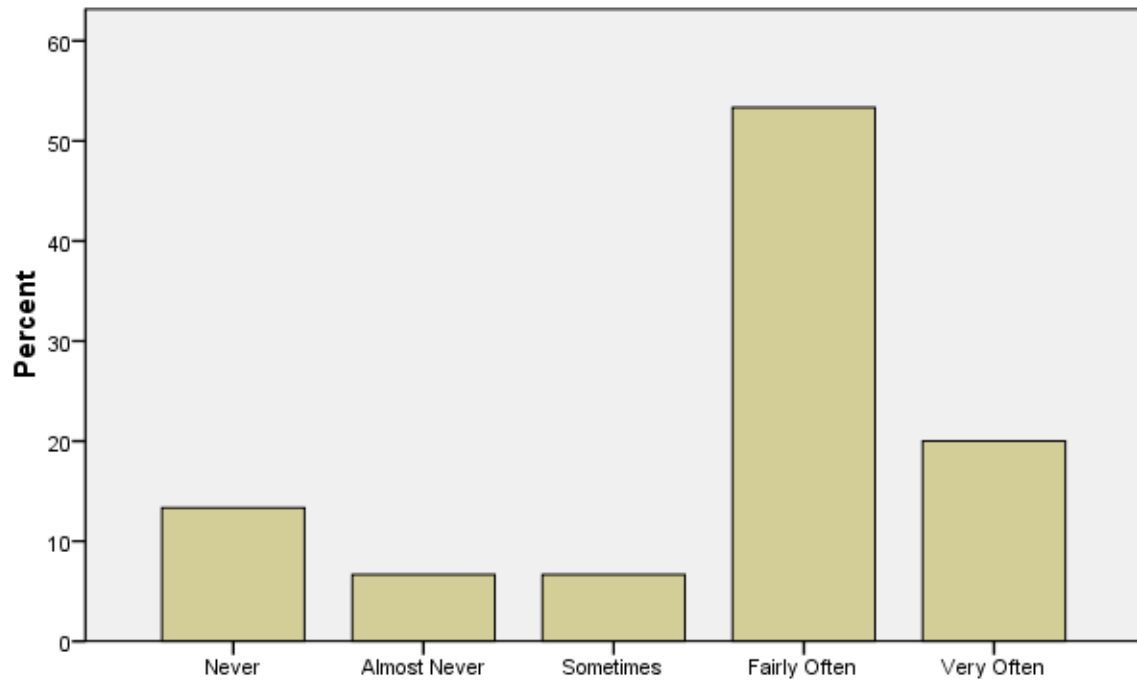


From the following table we can observe that about 53.3% of the participants responded that fairly often KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company. Following bar graph also shows taller bar for the same.

KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	1	6.7	6.7	20.0
Sometimes	1	6.7	6.7	26.7
Fairly Often	8	53.3	53.3	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.



KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

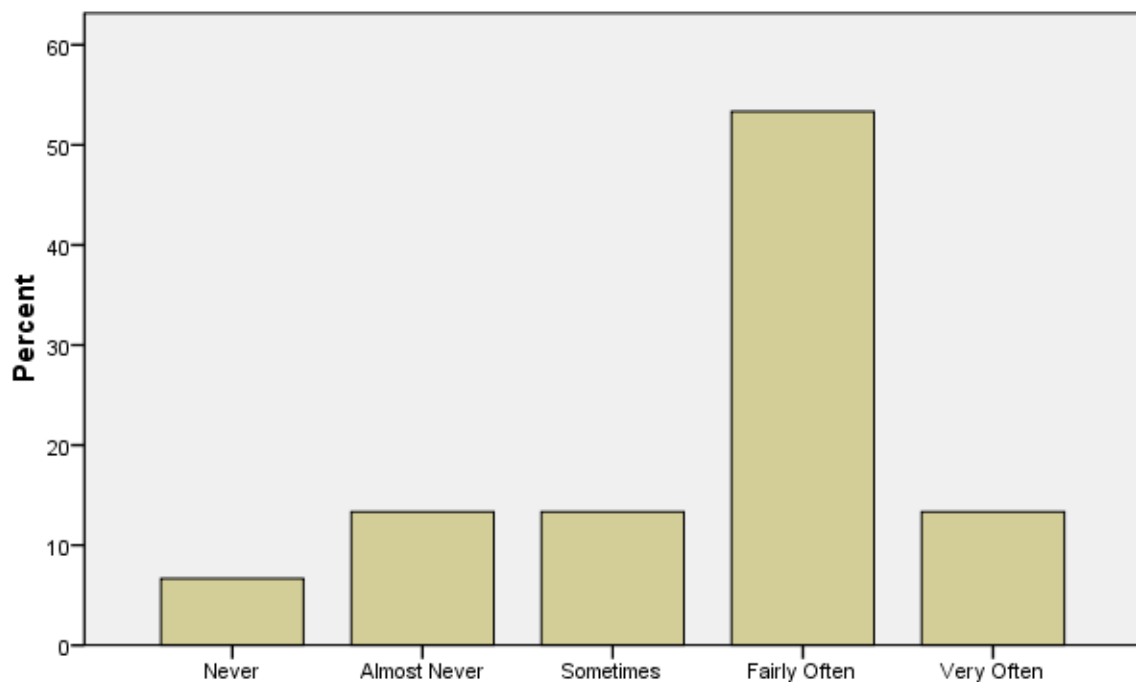
From the following table we can observe that about 53.3% of the participants responded that fairly often customer issues regarding weight variance have come to the notice of customer manager and acted upon. Following bar graph also shows taller bar for the same.

Customer issues regarding weight variance have come to the notice of customer manager and acted upon.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7

Almost Never	2	13.3	13.3	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

Customer issues regarding weight variance have come to the notice of customer manager and acted upon.



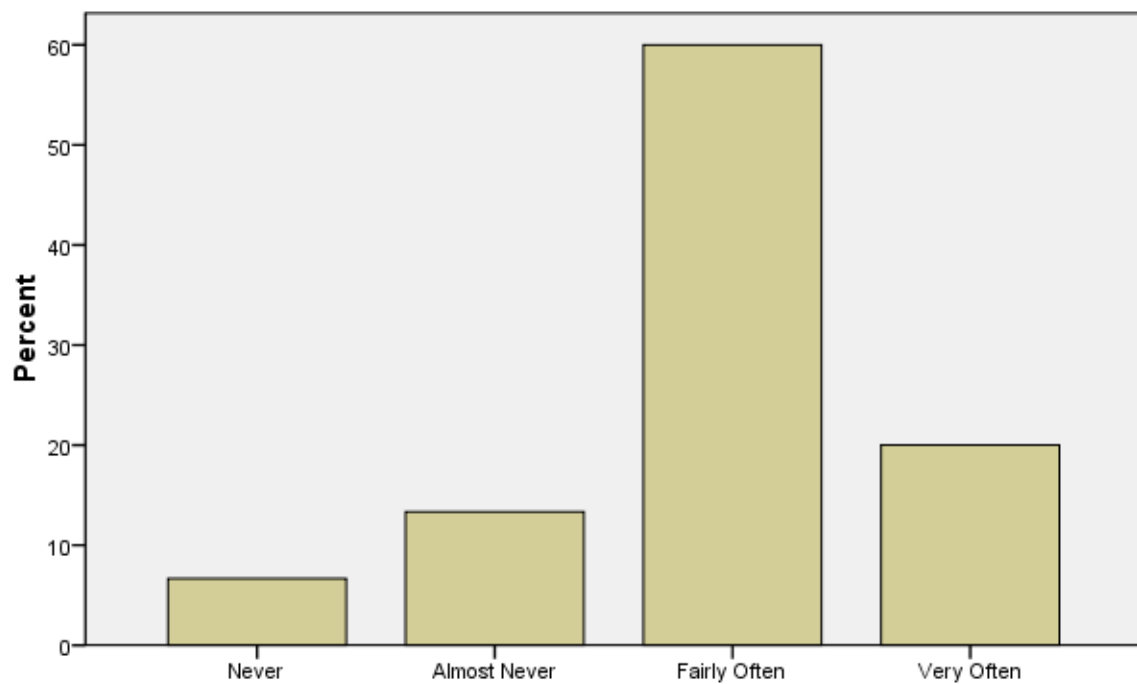
Customer issues regarding weight variance have come to the notice of customer manager and acted upon.

From the following table we can observe that about 60% of the participants responded that fairly often KNS listens to customers' complaints and takes pro-active measures to solve such concerns. Following bar graph also shows taller bar for the same.

KNS listens to customers' complaints and takes pro-active measures to solve such concerns

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0
Fairly Often	9	60.0	60.0	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

KNS listens to customers' complaints and takes pro-active measures to solve such concerns



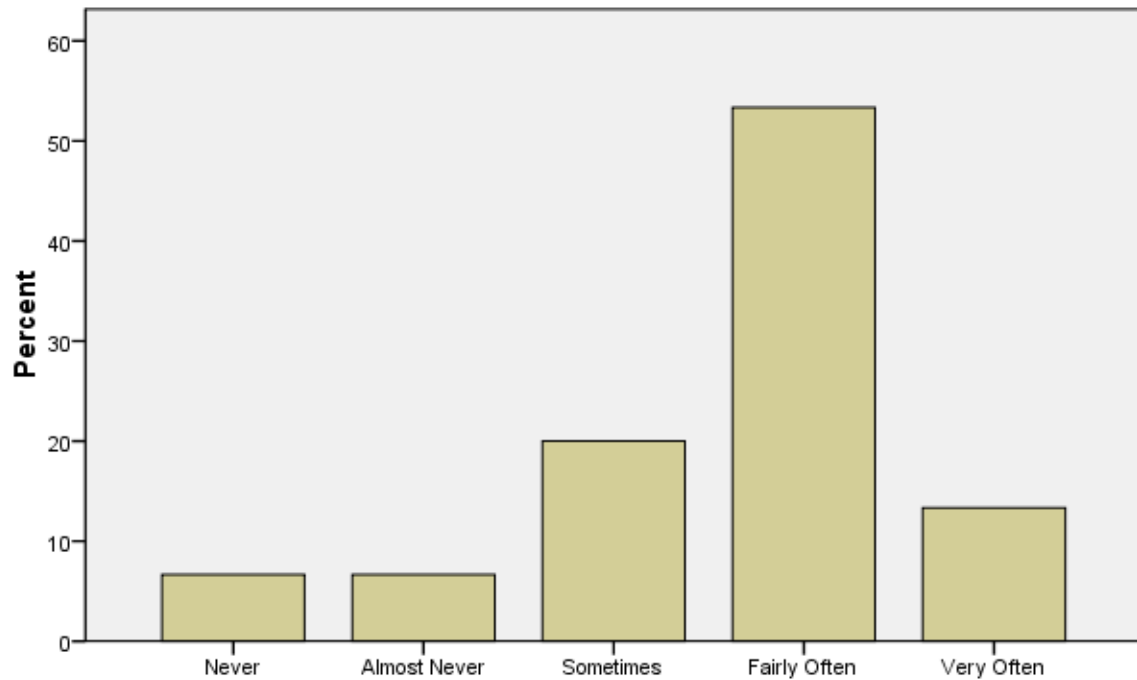
KNS listens to customers' complaints and takes pro-active measures to solve such concerns

From the following table we can observe that about 53.3% of the participants responded that fairly often KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales. Following bar graph also shows taller bar for the same.

KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	1	6.7	6.7	13.3
Sometimes	3	20.0	20.0	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales



KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales

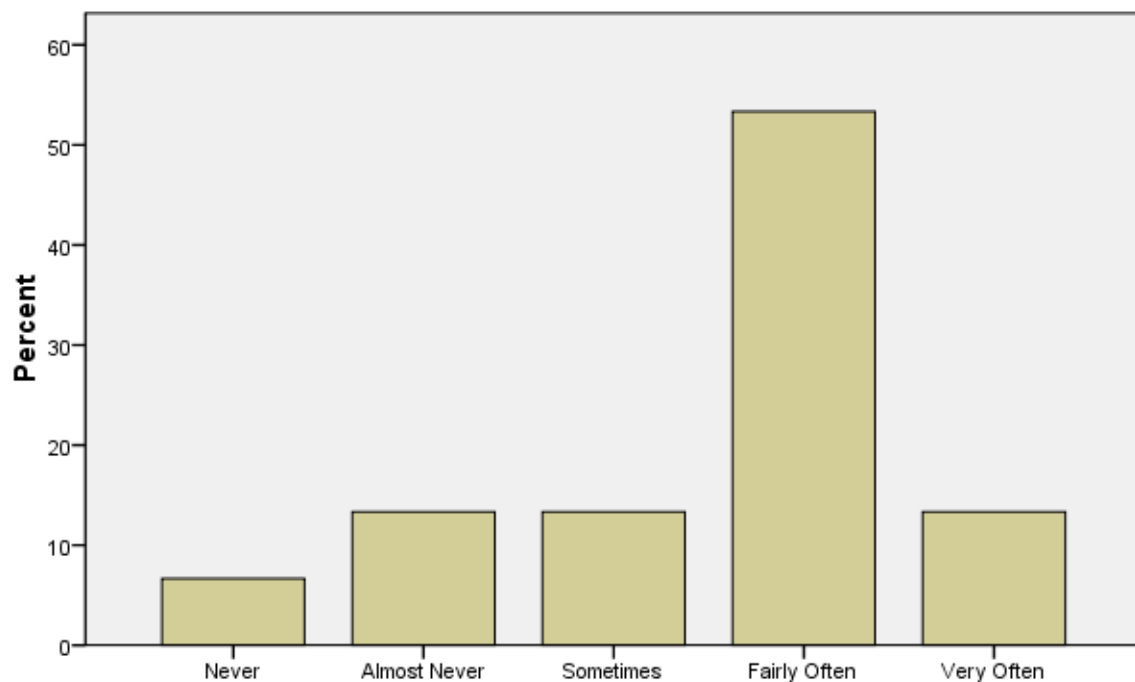
From the following table we can observe that about 53.3% of the participants responded that fairly often The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management. Following bar graph also shows taller bar for the same.

The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7

Almost Never	2	13.3	13.3	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	8	53.3	53.3	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management



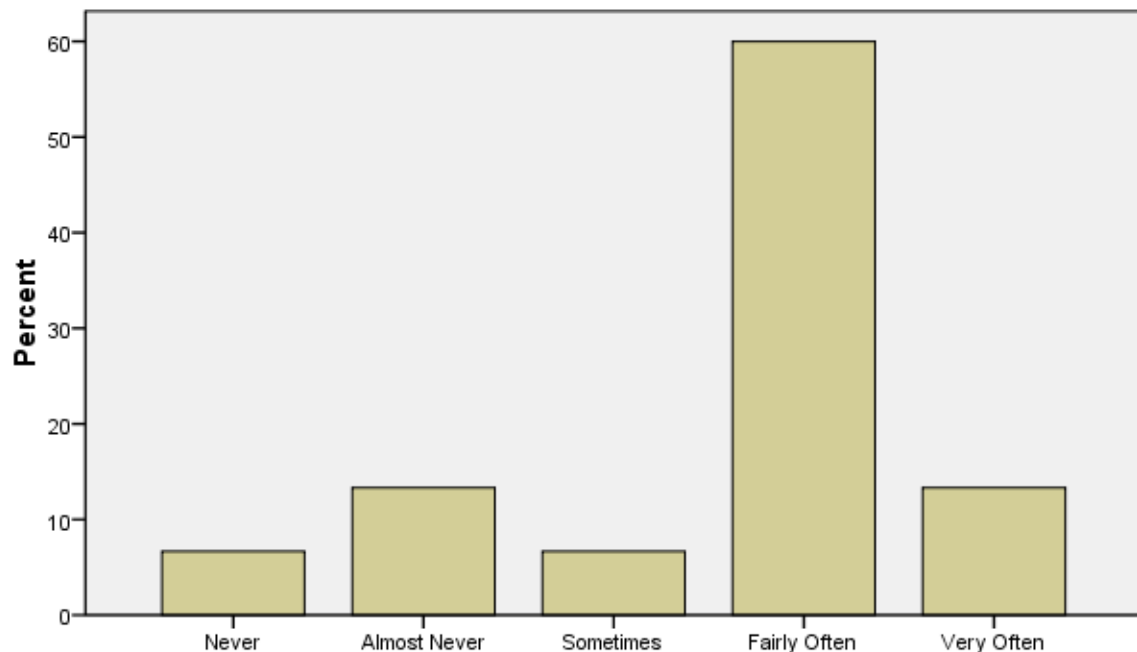
The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management

From the following table we can observe that about 60% of the participants responded that fairly often KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering. Following bar graph also shows taller bar for the same.

KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0
Sometimes	1	6.7	6.7	26.7
Fairly Often	9	60.0	60.0	86.7
Very Often	2	13.3	13.3	100.0
Total	15	100.0	100.0	

KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering



KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering

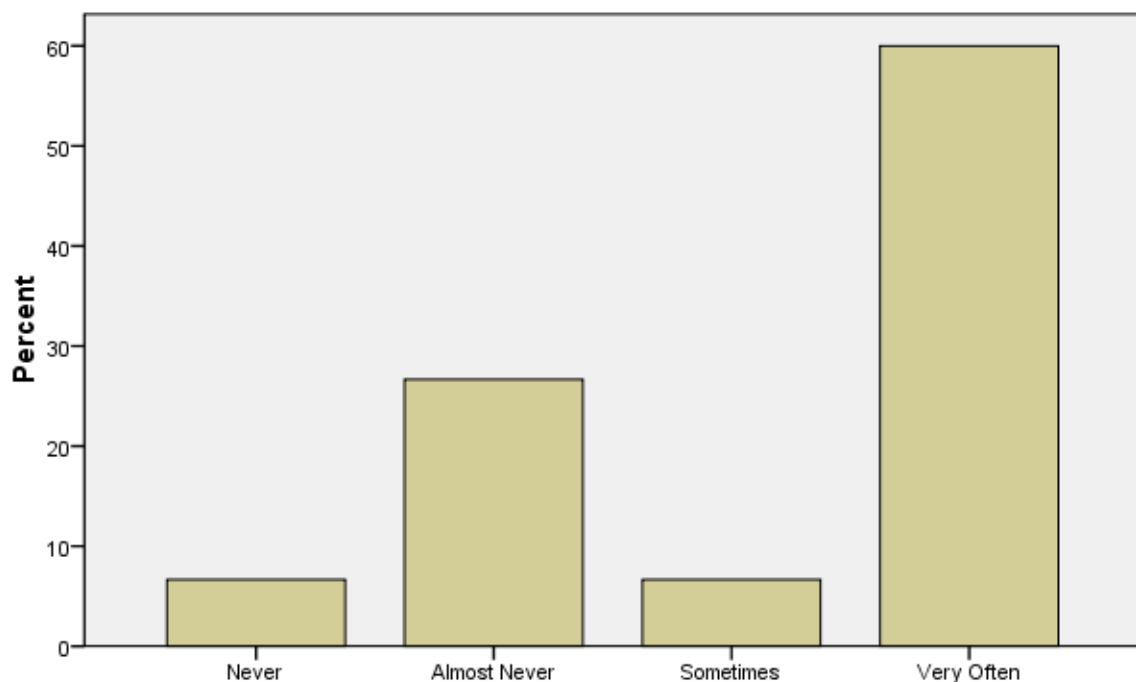
From the following table we can observe that about 60% of the participants responded that very often Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice. Following bar graph also shows taller bar for the same.

Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	4	26.7	26.7	33.3

Sometimes	1	6.7	6.7	40.0
Very Often	9	60.0	60.0	100.0
Total	15	100.0	100.0	

Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice



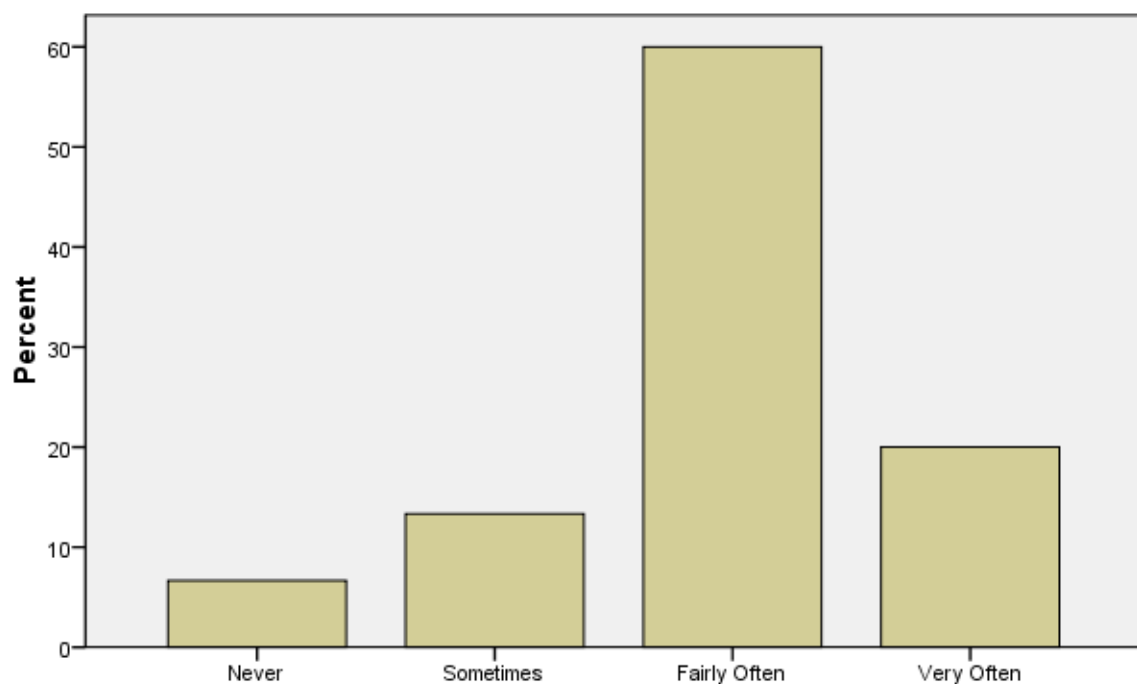
Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice

From the following table we can observe that about 60% of the participants responded that fairly often KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes. Following bar graph also shows taller bar for the same.

KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Sometimes	2	13.3	13.3	20.0
Fairly Often	9	60.0	60.0	80.0
Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.



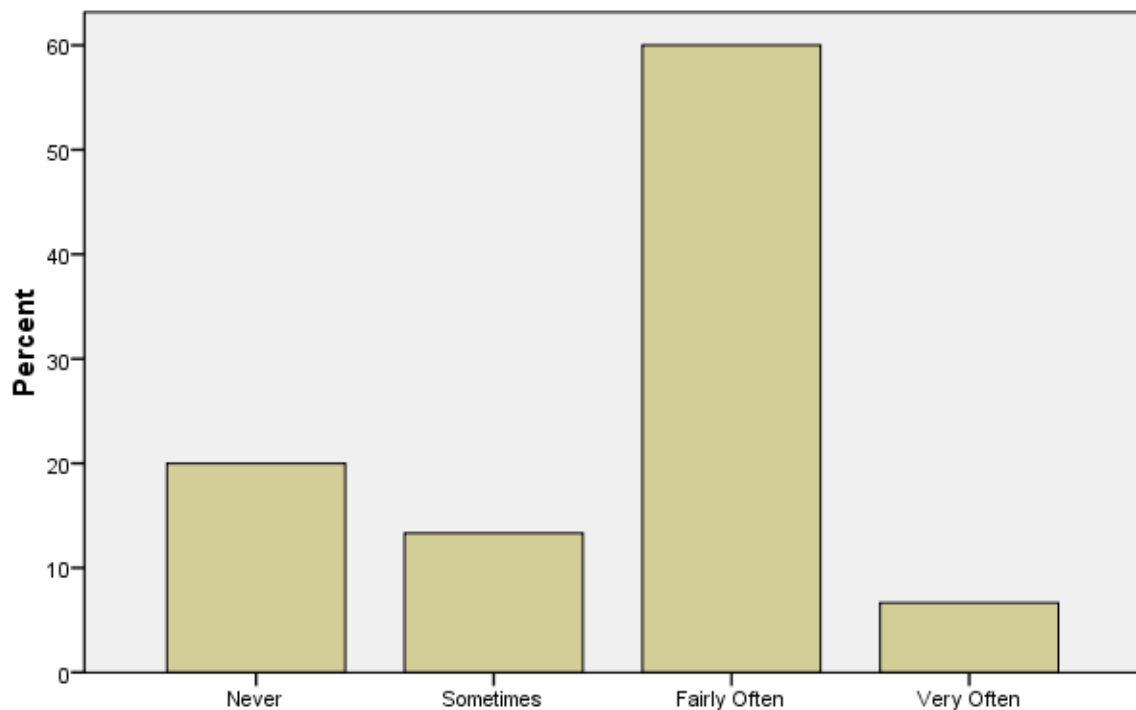
KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

From the following table we can observe that about 60% of the participants responded that fairly often KNS has established good relations with its business partners. Following bar graph also shows taller bar for the same.

KNS has established good relations with its business partners

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	9	60.0	60.0	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

KNS has established good relations with its business partners



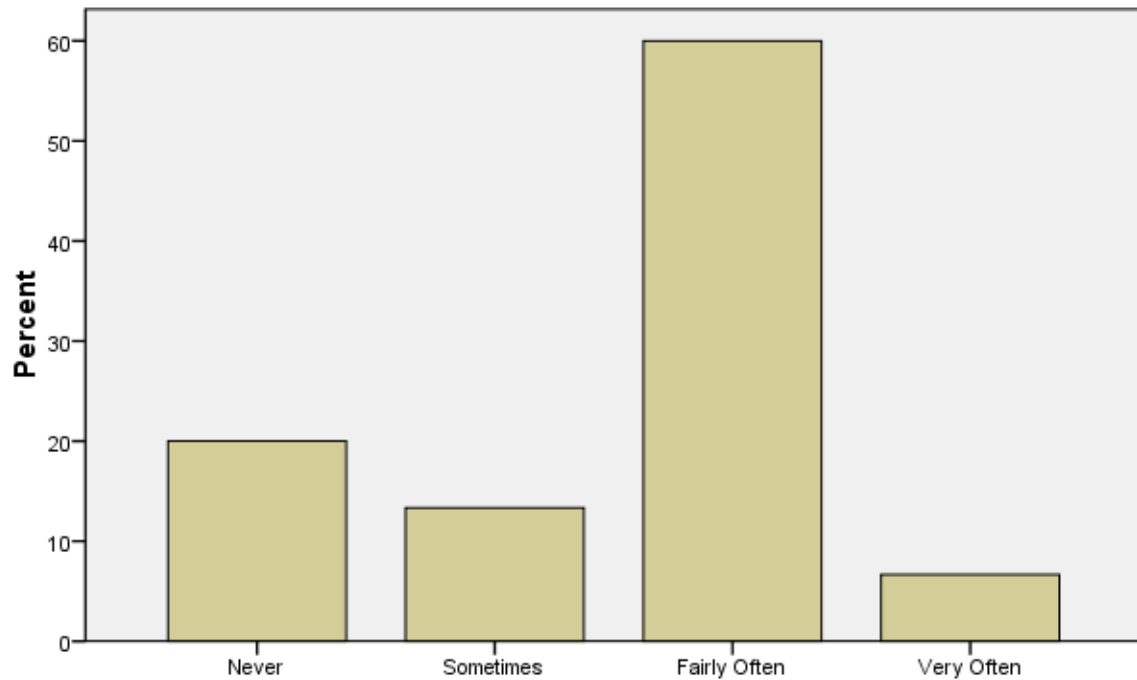
KNS has established good relations with its business partners

From the following table we can observe that about 60% of the participants responded that fairly often there was high level of awareness of the entire workforce on the benefits of the existing business processes at KNS. Following bar graph also shows taller bar for the same.

There is high level of awareness of the entire workforce on the benefits of the existing business processes at KNS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	9	60.0	60.0	93.3
Very Often	1	6.7	6.7	100.0
Total	15	100.0	100.0	

There is high level of awareness of the entire workforce on the benefits of the existing business processes at KNS



There is high level of awareness of the entire workforce on the benefits of the existing business processes at KNS

From the following table we can observe that about 40% of the participants responded that very often KNS business partner's takes into account the interest of all internal and external stakeholders. Following bar graph also shows taller bar for the same.

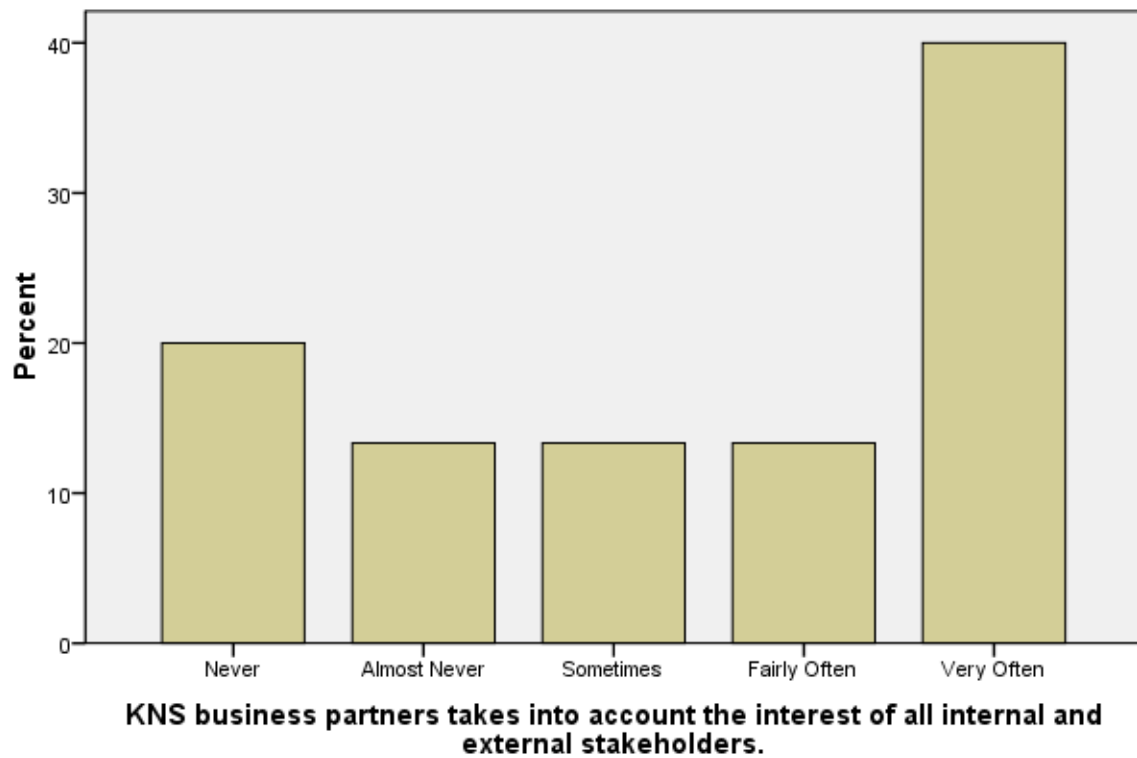
KNS business partners takes into account the interest of all internal and external stakeholders.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Almost Never	2	13.3	13.3	33.3

Amber Leah's Work Sample

Sometimes	2	13.3	13.3	46.7
Fairly Often	2	13.3	13.3	60.0
Very Often	6	40.0	40.0	100.0
Total	15	100.0	100.0	

KNS business partners takes into account the interest of all internal and external stakeholders.

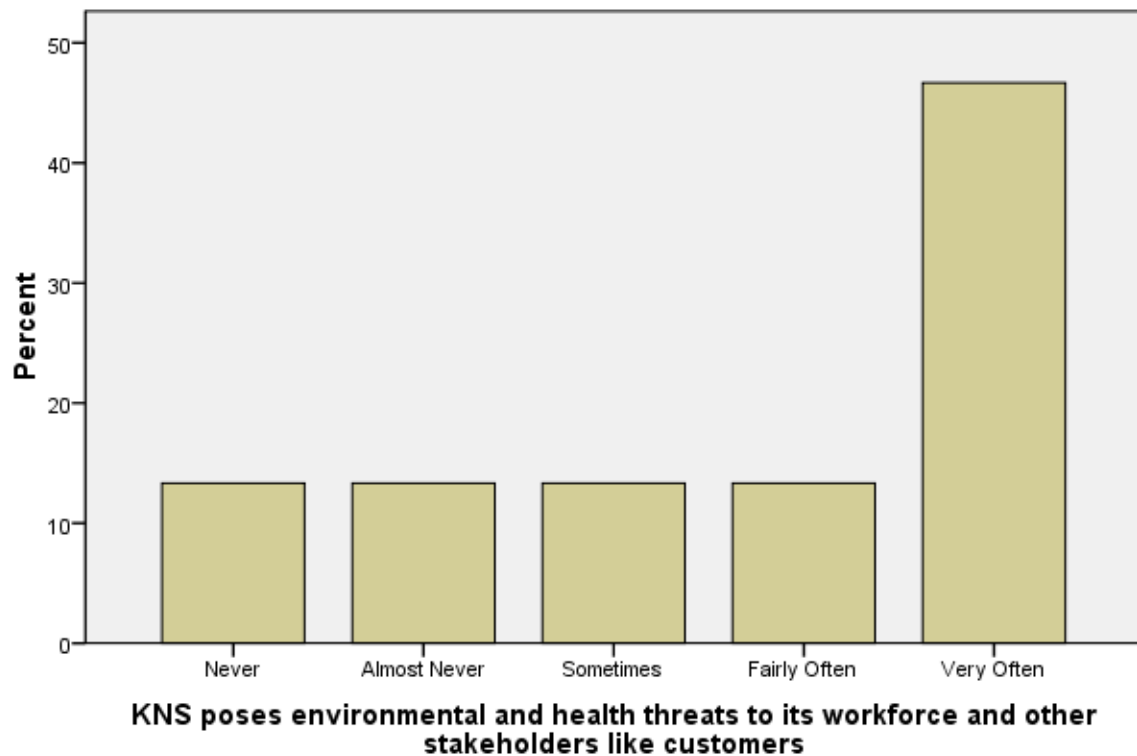


From the following table we can observe that about 46.7% of the participants responded that very often KNS poses environmental and health threats to its workforce and other stakeholders like customers. Following bar graph also shows taller bar for the same.

KNS poses environmental and health threats to its workforce and other stakeholders like customers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	2	13.3	13.3	13.3
Almost Never	2	13.3	13.3	26.7
Sometimes	2	13.3	13.3	40.0
Fairly Often	2	13.3	13.3	53.3
Very Often	7	46.7	46.7	100.0
Total	15	100.0	100.0	

KNS poses environmental and health threats to its workforce and other stakeholders like customers



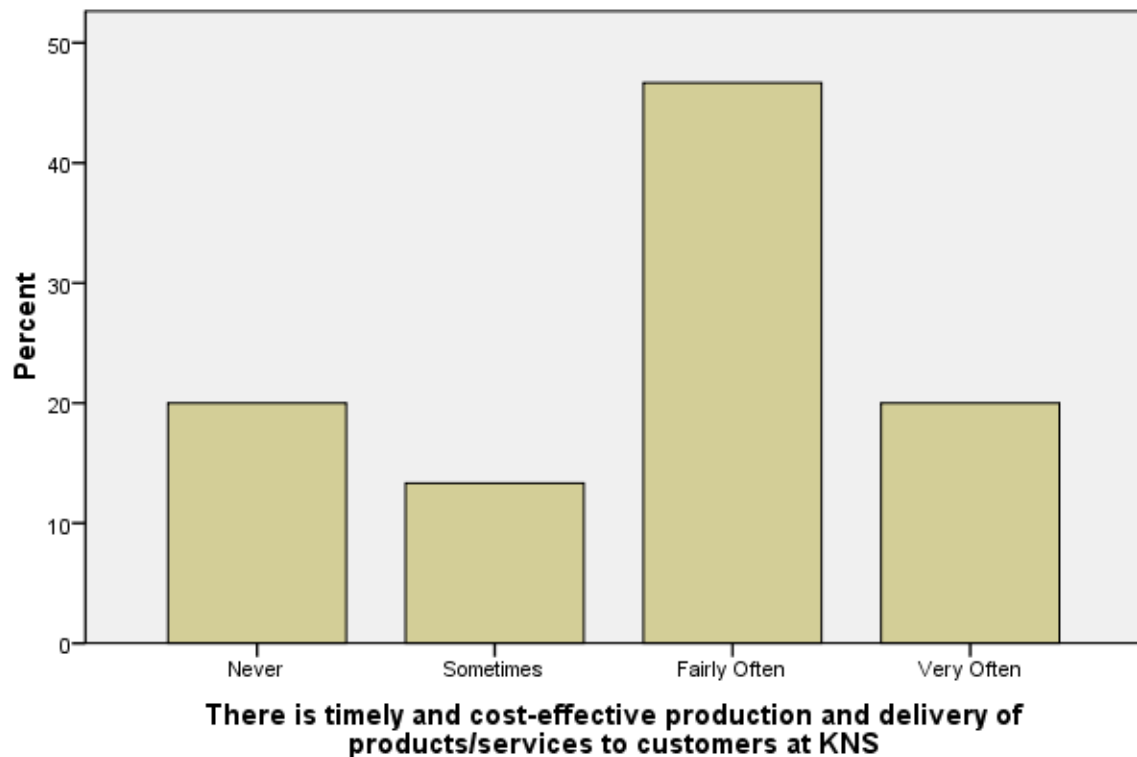
From the following table we can observe that about 46.7% of the participants responded that fairly often there was timely and cost-effective production and delivery of products/services to customers at KNS. Following bar graph also shows taller bar for the same.

There is timely and cost-effective production and delivery of products/services to customers at KNS

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	20.0	20.0	20.0
Sometimes	2	13.3	13.3	33.3
Fairly Often	7	46.7	46.7	80.0

Very Often	3	20.0	20.0	100.0
Total	15	100.0	100.0	

There is timely and cost-effective production and delivery of products/services to customers at KNS



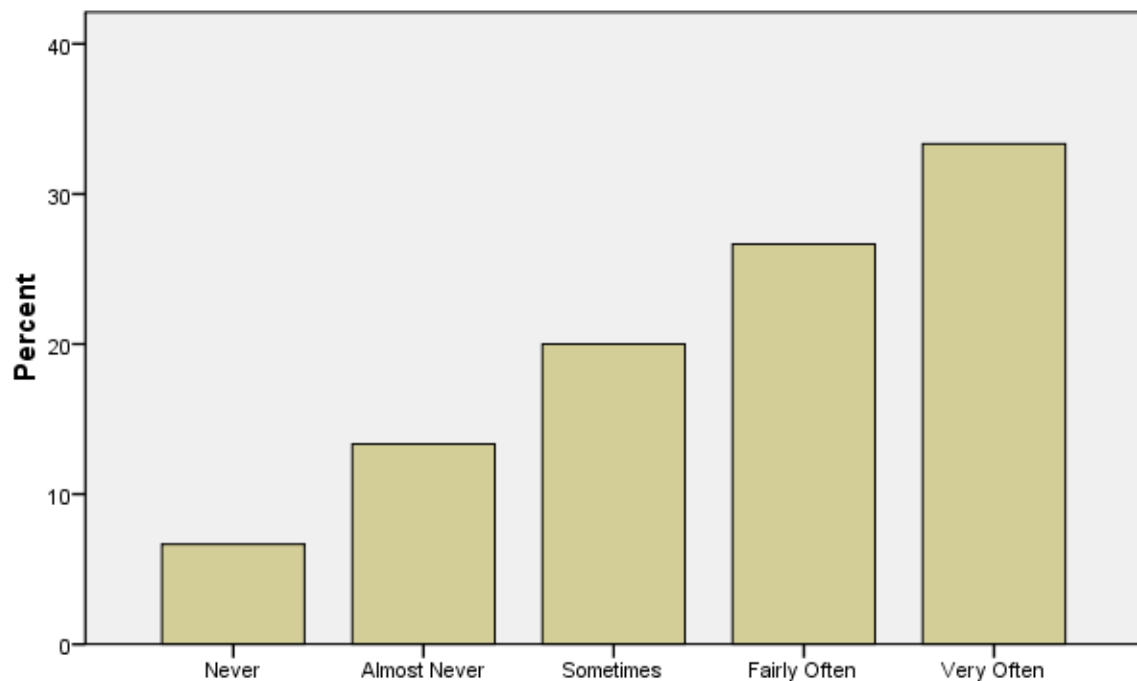
From the following table we can observe that about 33.3% of the participants responded that very often there is optimal and economic use of company resources and strategic awareness to handle emerging changes. Following bar graph also shows taller bar for the same.

There is optimal and economic use of company resources and strategic awareness to handle emerging changes

Amber Leah's Work Sample

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	1	6.7	6.7	6.7
Almost Never	2	13.3	13.3	20.0
Sometimes	3	20.0	20.0	40.0
Fairly Often	4	26.7	26.7	66.7
Very Often	5	33.3	33.3	100.0
Total	15	100.0	100.0	

There is optimal and economic use of company resources and strategic awareness to handle emerging changes



There is optimal and economic use of company resources and strategic awareness to handle emerging changes

Chi Square test

Test - 1

In order to determine whether there is a significant difference between agreements of the KNS have business operations across Europe, United States, Middle East and Asia; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS have business operations across Europe, United States, Middle East and Asia.

Alternate hypothesis: There is a significant difference between agreements of the KNS have business operations across Europe, United States, Middle East and Asia.

KNS have business operations across Europe, United States, Middle East and Asia

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	2	3.0	-1.0
Fairly Often	4	3.0	1.0
Very Often	6	3.0	3.0
Total	15		

	KNS have business operations across Europe, United States, Middle East and Asia
Chi-Square	5.333 ^a
df	4
Asymp. Sig.	.255

From the table above we can observe that the value of chi square statistic was 5.333 and its corresponding p value was 0.255 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS have business operations across Europe, United States, Middle East and Asia.

Test - 2

In order to determine whether there is a significant difference between agreements of the KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity.

Alternate hypothesis: There is a significant difference between agreements of the KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity.

KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity

	Observed N	Expected N	Residual
Never	3	3.0	.0
Almost Never	1	3.0	-2.0
Sometimes	1	3.0	-2.0
Fairly Often	8	3.0	5.0
Very Often	2	3.0	-1.0
Total	15		

	KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has wealth of knowledge and expertise in international shipping and transportation upgrading of skills, innovation and productivity.

Test - 3

In order to determine whether there is a significant difference between agreements of the The Singapore government is well organized and is supportive to its logistics and transportation industry; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the Singapore government is well organized and is supportive to its logistics and transportation industry.

Alternate hypothesis: There is a significant difference between agreements of the Singapore government is well organized and is supportive to its logistics and transportation industry.

The Singapore government is well organized and is supportive to its logistics and transportation industry

	Observed N	Expected N	Residual
Never	2	3.8	-1.8
Sometimes	3	3.8	-.8
Fairly Often	8	3.8	4.3
Very Often	2	3.8	-1.8
Total	15		

	The Singapore government is well organized and is supportive to its logistics and transportation industry
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Chi-Square	6.600 ^b
df	3
Asymp. Sig.	.086

From the table above we can observe that the value of chi square statistic was 6.600 and its corresponding p value was $0.086 > 0.05$. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the Singapore government is well organized and is supportive to its logistics and transportation industry.

Test - 4

In order to determine whether there is a significant difference between agreements of the KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment.

Alternate hypothesis: There is a significant difference between agreements of the KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment.

KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment

Amber Leah's Work Sample

	Observed N	Expected N	Residual
Never	3	3.0	.0
Almost Never	2	3.0	-1.0
Sometimes	1	3.0	-2.0
Fairly Often	6	3.0	3.0
Very Often	3	3.0	.0
Total	15		

	KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment
Chi-Square	4.667 ^a
df	4
Asymp. Sig.	.323

From the table above we can observe that the value of chi square statistic was 4.667 and its corresponding p value was 0.323 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS has a strong People Involvement framework that recognizes both the executive commitment and employee empowerment.

Test - 5

In order to determine whether there is a significant difference between agreements of the KNS has low level of Organizational Process Leadership and leaders show low attention to

company processes; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has low level of Organizational Process Leadership and leaders show low attention to company processes.

Alternate hypothesis: There is a significant difference between agreements of the KNS has low level of Organizational Process Leadership and leaders show low attention to company processes.

KNS has low level of Organizational Process Leadership and leaders show low attention to company processes

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	3	3.0	.0
Very Often	7	3.0	4.0
Total	15		

	KNS has low level of Organizational Process Leadership and leaders show low attention to company processes
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Chi-Square	7.333 ^a
df	4
Asymp. Sig.	.119

From the table above we can observe that the value of chi square statistic was 7.333 and its corresponding p value was 0.119 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the significant difference between agreements of the KNS has low level of organizational Process Leadership and leaders show low attention to company processes.

Test - 6

In order to determine whether there is a significant difference between agreements of the KNS has weak project management; operations management and information management systems; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has weak project management; operations management and information management systems.

Alternate hypothesis: There is a significant difference between agreements of the KNS has weak project management; operations management and information management systems.

KNS has weak project management; operations management and information management systems

	Observed N	Expected N	Residual
Never	1	3.0	-2.0

Amber Leah's Work Sample

Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	9	3.0	6.0
Very Often	1	3.0	-2.0
Total	15		

	KNS has weak project management; operations management and information management systems	
Chi-Square		15.333 ^a
df		4
Asymp. Sig.		.004

From the table above we can observe that the value of chi square statistic was 15.333 and its corresponding p value was $0.004 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the significant difference between agreements of the KNS has weak project management; operations management and information management systems

Test - 7

In order to determine whether there is a significant difference between agreements of the Managers are aware of critical success factors at KNS and are committed to them; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the Managers are aware of critical success factors at KNS and are committed to them.

Alternate hypothesis: There is a significant difference between agreements of the Managers are aware of critical success factors at KNS and are committed to them.

Managers are aware of critical success factors at KNS and are committed to them

	Observed N	Expected N	Residual
Almost Never	1	3.8	-2.8
Sometimes	3	3.8	-.8
Fairly Often	8	3.8	4.3
Very Often	3	3.8	-.8
Total	15		

	Managers are aware of critical success factors at KNS and are committed to them
Chi-Square	7.133 ^b
df	3
Asymp. Sig.	.068

From the table above we can observe that the value of chi square statistic was 7.133 and its corresponding p value was 0.068 > 0.05. Since the p value was more than 0.05, we can

conclude that there is no significant difference between agreements of the Managers are aware of critical success factors at KNS and are committed to them.

Test - 8

In order to determine whether there is a significant difference between agreements of the KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process.

Alternate hypothesis: There is a significant difference between agreements of the KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process.

KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	1	3.0	-2.0
Sometimes	3	3.0	.0
Fairly Often	8	3.0	5.0

Very Often	2	3.0	-1.0
Total	15		

	KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process.

Test - 9

In order to determine whether there is a significant difference between agreements of the KNS has adequate, effective and relevant value-adding processes, support processes, and resources; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has adequate, effective and relevant value-adding processes, support processes, and resources.

Alternate hypothesis: There is a significant difference between agreements of the KNS has adequate, effective and relevant value-adding processes, support processes, and resources.

KNS has adequate, effective and relevant value-adding processes, support processes, and resources

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0
Sometimes	1	3.0	-2.0
Fairly Often	1	3.0	-2.0
Very Often	10	3.0	7.0
Total	15		

	KNS has adequate, effective and relevant value-adding processes, support processes, and resources
Chi-Square	20.667 ^a
df	4
Asymp. Sig.	.000

From the table above we can observe that the value of chi square statistic was 20.667 and its corresponding p value was $0.000 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has proper framework for the identification, selection and implementation of the selected strategies towards improving employee commitment to business process.

Test - 10

In order to determine whether there is a significant difference between agreements of the
There is a clear evidence of alignment of process to: business strategic objectives, business
strategic goals, setting project goals, and to process improvement planning at KNS; a chi
square test for equal proportions was applied using SPSS. The null and alternative hypotheses
are as follows,

Null Hypothesis: There is no significant difference between agreements of there is a clear
evidence of alignment of process to: business strategic objectives, business strategic goals,
setting project goals, and to process improvement planning at KNS.

Alternate hypothesis: There is a significant difference between agreements of there is a clear
evidence of alignment of process to: business strategic objectives, business strategic goals,
setting project goals, and to process improvement planning at KNS.

**There is a clear evidence of alignment of
process to: business strategic objectives,
business strategic goals, setting project goals,
and to process improvement planning at KNS**

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	8	3.0	5.0
Very Often	1	3.0	-2.0

There is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	8	3.0	5.0
Very Often	1	3.0	-2.0
Total	15		

	There is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS
Chi-Square	10.667 ^a
df	4
Asymp. Sig.	.031

From the table above we can observe that the value of chi square statistic was 10.667 and its corresponding p value was 0.031<0.05. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of there is a clear evidence of alignment of process to: business strategic objectives, business strategic goals, setting project goals, and to process improvement planning at KNS.

Test - 11

In order to determine whether there is a significant difference between agreements of the KNS has senior sponsorship and the CEO engagement programs in line with their work challenges; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has senior sponsorship and the CEO engagement programs in line with their work challenges.

Alternate hypothesis: There is a significant difference between agreements of the KNS has senior sponsorship and the CEO engagement programs in line with their work challenges.

KNS has senior sponsorship and the CEO engagement programs in line with their work challenges

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	2	3.0	-1.0
Fairly Often	9	3.0	6.0
Very Often	1	3.0	-2.0
Total	15		

	KNS has senior sponsorship and the CEO engagement programs in line with their work challenges	
Chi-Square		15.333 ^a
df		4
Asymp. Sig.		.004

From the table above we can observe that the value of chi square statistic was 15.333 and its corresponding p value was $0.004 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has senior sponsorship and the CEO engagement programs in line with their work challenges.

Test - 12

In order to determine whether there is a significant difference between agreements of the KNS has education/teaching programs about business process; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has education/teaching programs about business process.

Alternate hypothesis: There is a significant difference between agreements of the KNS has education/teaching programs about business process.

KNS has education/teaching programs about business process

	Observed N	Expected N	Residual
Never	2	3.0	-1.0

Almost Never	2	3.0	-1.0
Sometimes	1	3.0	-2.0
Fairly Often	2	3.0	-1.0
Very Often	8	3.0	5.0
Total	15		

	KNS has education/teaching programs about business process
Chi-Square	10.667 ^a
df	4
Asymp. Sig.	.031

From the table above we can observe that the value of chi square statistic was 10.667 and its corresponding p value was $0.031 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has education/teaching programs about business process.

Test - 13

In order to determine whether there is a significant difference between agreements of the KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome.

Alternate hypothesis: There is a significant difference between agreements of the KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome.

KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	2	3.0	-1.0
Sometimes	1	3.0	-2.0
Fairly Often	9	3.0	6.0
Very Often	1	3.0	-2.0
Total	15		

	KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome
Chi-Square	15.333 ^a
df	4

Asymp. Sig.	.004
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From the table above we can observe that the value of chi square statistic was 15.333 and its corresponding p value was $0.004 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has potential logistics and transportation processes that have become inefficient for a competitive and sustainable outcome.

Test - 14

In order to determine whether there is a significant difference between agreements of there is timeliness and effectiveness of solutions to customers' complaints; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of there is timeliness and effectiveness of solutions to customers' complaints.

Alternate hypothesis: There is a significant difference between agreements of there is timeliness and effectiveness of solutions to customers' complaints.

There is timeliness and effectiveness of solutions to customers' complaints

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	3	3.0	.0

Sometimes	3	3.0	.0
Fairly Often	7	3.0	4.0
Very Often	1	3.0	-2.0
Total	15		

	There is timeliness and effectiveness of solutions to customers' complaints
Chi-Square	8.000 ^a
df	4
Asymp. Sig.	.092

From the table above we can observe that the value of chi square statistic was 8.000 and its corresponding p value was 0.092 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of there is timeliness and effectiveness of solutions to customers' complaints.

Test - 15

In order to determine whether there is a significant difference between agreements of the KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour.

Alternate hypothesis: There is a significant difference between agreements of KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour.

KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	4	3.0	1.0
Fairly Often	7	3.0	4.0
Very Often	1	3.0	-2.0
Total	15		

	KNS has good and effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour
Chi-Square	8.667 ^a
df	4
Asymp. Sig.	.070

From the table above we can observe that the value of chi square statistic was 8.667 and its corresponding p value was 0.070 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS has good and

effective governance mechanism that helps in decision making, assign roles and responsibilities, and enforce behaviour.

Test - 16

In order to determine whether there is a significant difference between agreements of the KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables.

Alternate hypothesis: There is a significant difference between agreements of the KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables.

KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	3	3.0	.0
Sometimes	1	3.0	-2.0
Fairly Often	8	3.0	5.0

Very Often	2	3.0	-1.0
Total	15		

	KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has good planning of business process at KNS that can help in transforming the paper-plan into actual deliverables.

Test - 17

In order to determine whether there is a significant difference between agreements of the KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved.

Alternate hypothesis: There is a significant difference between agreements of the KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved.

KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved

	Observed N	Expected N	Residual
Never	2	5.0	-3.0
Fairly Often	9	5.0	4.0
Very Often	4	5.0	-1.0
Total	15		

	KNS has effective communication at KNS and NO periodic updates and provision of support for the partners involved
Chi-Square	5.200 ^c
df	2
Asymp. Sig.	.074

From the table above we can observe that the value of chi square statistic was 5.200 and its corresponding p value was 0.074 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS has effective

communication at KNS and NO periodic updates and provision of support for the partners involved.

Test - 18

In order to determine whether there is a significant difference between agreements of the KNS has shown strong commitment to managing business risk; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has shown strong commitment to managing business risk.

Alternate hypothesis: There is a significant difference between agreements of the KNS has shown strong commitment to managing business risk.

KNS has shown strong commitment to managing business risk

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	3	3.0	.0
Sometimes	2	3.0	-1.0
Fairly Often	8	3.0	5.0
Very Often	1	3.0	-2.0
Total	15		

	KNS has shown strong commitment to managing business risk
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Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has shown strong commitment to managing business risk.

Test - 19

In order to determine whether there is a significant difference between agreements of Business Process Management (BPM) has been used as tool at KNS to address various business processes needs; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of Business Process Management (BPM) has been used as tool at KNS to address various business processes needs.

Alternate hypothesis: There is a significant difference between agreements of Business Process Management (BPM) has been used as tool at KNS to address various business processes needs.

Business Process Management (BPM) has been used as tool at KNS to address various business processes needs

	Observed N	Expected N	Residual
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Never	2	3.8	-1.8
Almost Never	2	3.8	-1.8
Fairly Often	8	3.8	4.3
Very Often	3	3.8	-.8
Total	15		

	Business Process Management (BPM) has been used as tool at KNS to address various business processes needs
Chi-Square	6.600 ^b
df	3
Asymp. Sig.	.086

From the table above we can observe that the value of chi square statistic was 6.600 and its corresponding p value was 0.086 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of Business Process Management (BPM) has been used as tool at KNS to address various business processes needs.

Test - 20

In order to determine whether there is a significant difference between agreements of the KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays.

Alternate hypothesis: There is a significant difference between agreements of the KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays.

KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays

	Observed N	Expected N	Residual
Never	1	3.8	-2.8
Sometimes	5	3.8	1.3
Fairly Often	7	3.8	3.3
Very Often	2	3.8	-1.8
Total	15		

	KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays
Chi-Square	6.067 ^b
df	3
Asymp. Sig.	.108

From the table above we can observe that the value of chi square statistic was 6.067 and its corresponding p value was 0.108 > 0.05. Since the p value was more than 0.05, we can

conclude that there is no significant difference between agreements of the KNS has been faced with quality challenges regarding the packing of bags thereby leading to product decays.

Test - 21

In order to determine whether there is a significant difference between agreements of the quality problems at KNS present unpleasant experience for customers; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the Quality problems at KNS present unpleasant experience for customers.

Alternate hypothesis: There is a significant difference between agreements of the Quality problems at KNS present unpleasant experience for customers.

Quality problems at KNS present unpleasant experience for customers

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	1	3.0	-2.0
Sometimes	2	3.0	-1.0
Fairly Often	9	3.0	6.0
Very Often	2	3.0	-1.0
Total	15		

	Quality problems at KNS present unpleasant experience for customers
Chi-Square	15.333 ^a
df	4
Asymp. Sig.	.004

From the table above we can observe that the value of chi square statistic was 15.333 and its corresponding p value was $0.004 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the Quality problems at KNS present unpleasant experience for customers.

Test - 22

In order to determine whether there is a significant difference between agreements of the quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS.

Alternate hypothesis: There is a significant difference between agreements of the Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS.

Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS

	Observed N	Expected N	Residual
Almost Never	1	3.8	-2.8
Sometimes	1	3.8	-2.8
Fairly Often	10	3.8	6.3
Very Often	3	3.8	-.8
Total	15		

	Quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS
Chi-Square	14.600 ^b
df	3
Asymp. Sig.	.002

From the table above we can observe that the value of chi square statistic was 14.600 and its corresponding p value was $0.002 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the quality problems related to dust settlement on equipment surfaces, pipes, cable trays, flexi hoses and dust collector have come to the notice of quality manager and technical managers at KNS.

In order to determine whether there is a significant difference between agreements of the KNS has established benchmarks for result measure, diagnostic measure, and competence measure; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has established benchmarks for result measure, diagnostic measure, and competence measure.

Alternate hypothesis: There is a significant difference between agreements of the KNS has established benchmarks for result measure, diagnostic measure, and competence measure.

KNS has established benchmarks for result measure, diagnostic measure, and competence measure

	Observed N	Expected N	Residual
Never	1	5.0	-4.0
Fairly Often	9	5.0	4.0
Very Often	5	5.0	.0
Total	15		

	KNS has established benchmarks for result measure, diagnostic measure, and competence measure
Chi-Square	6.400 ^c
df	2
Asymp. Sig.	.041

From the table above we can observe that the value of chi square statistic was 6.400 and its corresponding p value was $0.041 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has established benchmarks for result measure, diagnostic measure, and competence measure.

Test - 24

In order to determine whether there is a significant difference between agreements of the KNS always involve external verification bodies during the demonstration of its business results; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS always involve external verification bodies during the demonstration of its business results.

Alternate hypothesis: There is a significant difference between agreements of the KNS always involve external verification bodies during the demonstration of its business results.

KNS always involve external verification bodies during the demonstration of its business results

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	1	3.0	-2.0
Fairly Often	8	3.0	5.0
Very Often	3	3.0	.0
Total	15		

	KNS always involve external verification bodies during the demonstration of its business results
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS always involves external verification bodies during the demonstration of its business results.

Test - 25

In order to determine whether there is a significant difference between agreements of the KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS always conducts competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.

Alternate hypothesis: There is a significant difference between agreements of the KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.

**KNS always conduct competitor analysis,
competitive research, benchmarking,
benchmark and independent diagnosis of its
current practice.**

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	3	3.0	.0
Sometimes	1	3.0	-2.0
Fairly Often	7	3.0	4.0
Very Often	2	3.0	-1.0
Total	15		

	KNS always conduct competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.
Chi-Square	7.333 ^a
df	4
Asymp. Sig.	.119

From the table above we can observe that the value of chi square statistic was 7.333 and its corresponding p value was 0.119 > 0.05. Since the p value was more than 0.05, we can conclude that there is a significant difference between agreements of the KNS always conducts competitor analysis, competitive research, benchmarking, benchmark and independent diagnosis of its current practice.

Test - 26

In order to determine whether there is a significant difference between agreements of the KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

Alternate hypothesis: There is a significant difference between agreements of the KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	1	3.0	-2.0
Fairly Often	3	3.0	.0
Very Often	8	3.0	5.0

KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	1	3.0	-2.0
Sometimes	1	3.0	-2.0
Fairly Often	3	3.0	.0
Very Often	8	3.0	5.0
Total	15		

	KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was 0.023 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS employs business process strategies like re-engineering, innovation, improvement, and engineering but in isolation thereby not achieving the expected synergy in its business processes.

Test - 27

In order to determine whether there is a significant difference between agreements of the use of external experts/consultant at KNS to present the professional talk to the executive; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the use of external experts/consultant at KNS to present the professional talk to the executive.

Alternate hypothesis: There is a significant difference between agreements of the use of external experts/consultant at KNS to present the professional talk to the executive.

There is use of external experts/consultant at KNS to present the professional talk to the executive

	Observed N	Expected N	Residual
Never	2	3.8	-1.8
Almost Never	2	3.8	-1.8
Fairly Often	3	3.8	-.8
Very Often	8	3.8	4.3
Total	15		

	There is use of external experts/consultant at KNS to present the professional talk to the executive
Chi-Square	6.600 ^b
df	3

Asymp. Sig.	.086
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From the table above we can observe that the value of chi square statistic was 6.600 and its corresponding p value was $0.086 > 0.05$. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the use of external experts/consultant at KNS to present the professional talk to the executive.

Test - 28

In order to determine whether there is a significant difference between agreements of the KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

Alternate hypothesis: There is a significant difference between agreements of the KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

	Observed N	Expected N	Residual
Never	2	3.0	-1.0

Amber Leah's Work Sample

Almost Never	1	3.0	-2.0
Sometimes	1	3.0	-2.0
Fairly Often	8	3.0	5.0
Very Often	3	3.0	.0
Total	15		

	KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has shown proactive steps towards solving some of the media coverage on the bad state of affairs in the company.

Test - 29

In order to determine whether there is a significant difference between agreements of the Customer issues regarding weight variance have come to the notice of customer manager and acted upon; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the customer issues regarding weight variance have come to the notice of customer manager and acted upon.

Alternate hypothesis: There is a significant difference between agreements of the customer issues regarding weight variance have come to the notice of customer manager and acted upon.

Customer issues regarding weight variance have come to the notice of customer manager and acted upon.

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	8	3.0	5.0
Very Often	2	3.0	-1.0
Total	15		

	Customer issues regarding weight variance have come to the notice of customer manager and acted upon.
Chi-Square	10.667 ^a
df	4

Asymp. Sig.		.031
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From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the customer issues regarding weight variance have come to the notice of customer manager and acted upon.

Test - 30

In order to determine whether there is a significant difference between agreements of the KNS listens to customers' complaints and takes pro-active measures to solve such concerns; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS listens to customers' complaints and takes pro-active measures to solve such concerns.

Alternate hypothesis: There is a significant difference between agreements of the KNS listens to customers' complaints and takes pro-active measures to solve such concerns.

**KNS listens to customers' complaints and
takes pro-active measures to solve such
concerns**

	Observed N	Expected N	Residual
Never	1	3.8	-2.8
Almost Never	2	3.8	-1.8

Fairly Often	9	3.8	5.3
Very Often	3	3.8	-8
Total	15		

	KNS listens to customers' complaints and takes pro-active measures to solve such concerns
Chi-Square	10.333 ^b
df	3
Asymp. Sig.	.016

From the table above we can observe that the value of chi square statistic was 10.333 and its corresponding p value was $0.016 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS listens to customers' complaints and takes pro-active measures to solve such concerns.

Test - 31

In order to determine whether there is a significant difference between agreements of the KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales.

Alternate hypothesis: There is a significant difference between agreements of the KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales.

KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	1	3.0	-2.0
Sometimes	3	3.0	.0
Fairly Often	8	3.0	5.0
Very Often	2	3.0	-1.0
Total	15		

	KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales
Chi-Square	11.333 ^a
df	4
Asymp. Sig.	.023

From the table above we can observe that the value of chi square statistic was 11.333 and its corresponding p value was $0.023 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has modern IT infrastructure to support not only communication but also business process planning, sourcing, production, marketing and sales.

Test - 32

In order to determine whether there is a significant difference between agreements of the KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management.

Alternate hypothesis: There is a significant difference between agreements of the KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management.

The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0

Amber Leah's Work Sample

Sometimes	2	3.0	-1.0
Fairly Often	8	3.0	5.0
Very Often	2	3.0	-1.0
Total	15		

	The KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management
Chi-Square	10.667 ^a
df	4
Asymp. Sig.	.031

From the table above we can observe that the value of chi square statistic was 10.667 and its corresponding p value was $0.031 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS workforce team has set the industry standard in terms of technological innovation, quality and safety management.

Test - 33

In order to determine whether there is a significant difference between agreements of the KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering; a chi square test for

equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering.

Alternate hypothesis: There is a significant difference between agreements of the KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering.

KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0
Sometimes	1	3.0	-2.0
Fairly Often	9	3.0	6.0
Very Often	2	3.0	-1.0
Total	15		

	KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering
Chi-Square	15.333 ^a

df	4
Asymp. Sig.	.004

From the table above we can observe that the value of chi square statistic was 15.333 and its corresponding p value was $0.004 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS can be considered spearheading new technologies in product storage, optical sorting, packaging, mixing, blending, and compounding, project engineering.

Test - 34

In order to determine whether there is a significant difference between agreements of the Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice.

Alternate hypothesis: There is a significant difference between agreements of the Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice.

Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice

	Observed N	Expected N	Residual
Never	1	3.8	-2.8
Almost Never	4	3.8	.3
Sometimes	1	3.8	-2.8
Very Often	9	3.8	5.3
Total	15		

	Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice
Chi-Square	11.400 ^b
df	3
Asymp. Sig.	.010

From the table above we can observe that the value of chi square statistic was 11.400 and its corresponding p value was $0.010 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the Singapore faces certain challenges, which impact on bringing innovation to market and in putting innovative concepts in practice.

Test - 35

In order to determine whether there is a significant difference between agreements of the KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to

its business processes; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

Alternate hypothesis: There is a significant difference between agreements of the KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

	Observed N	Expected N	Residual
Never	1	3.8	-2.8
Sometimes	2	3.8	-1.8
Fairly Often	9	3.8	5.3
Very Often	3	3.8	-.8
Total	15		

	KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.
Chi-Square	10.333 ^b
df	3
Asymp. Sig.	.016

From the table above we can observe that the value of chi square statistic was 10.333 and its corresponding p value was $0.016 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS considers the use of Plan-Do-Check-Act (PDCA) principle of the Deming wheel key to its business processes.

Test - 36

In order to determine whether there is a significant difference between agreements of the KNS has established good relations with its business partners; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS has established good relations with its business partners.

Alternate hypothesis: There is a significant difference between agreements of the KNS has established good relations with its business partners.

KNS has established good relations with its business partners

	Observed N	Expected N	Residual
Never	3	3.8	-.8
Sometimes	2	3.8	-1.8
Fairly Often	9	3.8	5.3
Very Often	1	3.8	-2.8
Total	15		

	KNS has established good relations with its business partners
Chi-Square	10.333 ^b
df	3
Asymp. Sig.	.016

From the table above we can observe that the value of chi square statistic was 10.333 and its corresponding p value was $0.016 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of the KNS has established good relations with its business partners.

Test - 37

In order to determine whether there is a significant difference between agreements of high level of awareness of the entire workforce on the benefits of the existing business processes at KNS; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of high level of awareness of the entire workforce on the benefits of the existing business processes at KNS.

Alternate hypothesis: There is a significant difference between agreements of high level of awareness of the entire workforce on the benefits of the existing business processes at KNS.

There is high level of awareness of the entire workforce on the benefits of the existing business processes at KNS

	Observed N	Expected N	Residual
Never	3	3.8	-.8

Amber Leah's Work Sample

Sometimes	2	3.8	-1.8
Fairly Often	9	3.8	5.3
Very Often	1	3.8	-2.8
Total	15		

	There is high level of awareness of the entire workforce on the benefits of the existing business processes at KNS
Chi-Square	10.333 ^b
df	3
Asymp. Sig.	.016

From the table above we can observe that the value of chi square statistic was 10.333 and its corresponding p value was $0.016 < 0.05$. Since the p value was less than 0.05, we can conclude that there is a significant difference between agreements of high level of awareness of the entire workforce on the benefits of the existing business processes at KNS.

Test - 38

In order to determine whether there is a significant difference between agreements of the KNS business partners takes into account the interest of all internal and external stakeholders; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS business partners takes into account the interest of all internal and external stakeholders..

Alternate hypothesis: There is a significant difference between agreements of the KNS business partner's takes into account the interest of all internal and external stakeholders.

KNS business partners takes into account the interest of all internal and external stakeholders.

	Observed N	Expected N	Residual
Never	3	3.0	.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	2	3.0	-1.0
Very Often	6	3.0	3.0
Total	15		

	KNS business partners takes into account the interest of all internal and external stakeholders.
Chi-Square	4.000 ^a
df	4
Asymp. Sig.	.406

From the table above we can observe that the value of chi square statistic was 4.000 and its corresponding p value was $0.406 > 0.05$. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS business partner's takes into account the interest of all internal and external stakeholders.

Test - 39

In order to determine whether there is a significant difference between agreements of the KNS poses environmental and health threats to its workforce and other stakeholders like customers; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the KNS poses environmental and health threats to its workforce and other stakeholders like customers.

Alternate hypothesis: There is a significant difference between agreements of the KNS poses environmental and health threats to its workforce and other stakeholders like customers.

KNS poses environmental and health threats to its workforce and other stakeholders like customers

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	2	3.0	-1.0
Very Often	7	3.0	4.0

KNS poses environmental and health threats to its workforce and other stakeholders like customers

	Observed N	Expected N	Residual
Never	2	3.0	-1.0
Almost Never	2	3.0	-1.0
Sometimes	2	3.0	-1.0
Fairly Often	2	3.0	-1.0
Very Often	7	3.0	4.0
Total	15		

	KNS poses environmental and health threats to its workforce and other stakeholders like customers
Chi-Square	6.667 ^a
df	4
Asymp. Sig.	.155

From the table above we can observe that the value of chi square statistic was 6.667 and its corresponding p value was 0.155 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the KNS poses environmental and health threats to its workforce and other stakeholders like customers.

Test - 40

In order to determine whether there is a significant difference between agreements of the timely and cost-effective production and delivery of products/services to customers at KNS; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the timely and cost-effective production and delivery of products/services to customers at KNS.

Alternate hypothesis: There is a significant difference between agreements of the timely and cost-effective production and delivery of products/services to customers at KNS.

There is timely and cost-effective production and delivery of products/services to customers at KNS

	Observed N	Expected N	Residual
Never	3	3.8	-.8
Sometimes	2	3.8	-1.8
Fairly Often	7	3.8	3.3
Very Often	3	3.8	-.8
Total	15		

	There is timely and cost-effective production and delivery of products/services to customers at KNS
Chi-Square	3.933 ^b
df	3

Asymp. Sig.	.269
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From the table above we can observe that the value of chi square statistic was 3.933 and its corresponding p value was $0.269 > 0.05$. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the timely and cost-effective production and delivery of products/services to customers at KNS.

Test - 41

In order to determine whether there is a significant difference between agreements of the optimal and economic use of company resources and strategic awareness to handle emerging changes; a chi square test for equal proportions was applied using SPSS. The null and alternative hypotheses are as follows,

Null Hypothesis: There is no significant difference between agreements of the optimal and economic use of company resources and strategic awareness to handle emerging changes.

Alternate hypothesis: There is a significant difference between agreements of the optimal and economic use of company resources and strategic awareness to handle emerging changes.

There is optimal and economic use of company resources and strategic awareness to handle emerging changes

	Observed N	Expected N	Residual
Never	1	3.0	-2.0
Almost Never	2	3.0	-1.0

Amber Leah's Work Sample

Sometimes	3	3.0	.0
Fairly Often	4	3.0	1.0
Very Often	5	3.0	2.0
Total	15		

	There is optimal and economic use of company resources and strategic awareness to handle emerging changes
Chi-Square	3.333 ^a
df	4
Asymp. Sig.	.504

From the table above we can observe that the value of chi square statistic was 3.333 and its corresponding p value was 0.504 > 0.05. Since the p value was more than 0.05, we can conclude that there is no significant difference between agreements of the optimal and economic use of company resources and strategic awareness to handle emerging changes.