



Survey of Innovation 2003

Please correct any mistake in name or address.

Si vous préférez ce questionnaire en français, veuillez cocher



Please read before completing the questionnaire

Survey Purpose

The information you provide is essential to assure the availability of pertinent information on innovation. The information compiled from the survey can be used by firms for market analysis, by trade associations to study performance and other characteristics of their industries and by government to develop national and regional economic policies.

Note of Appreciation

Canada owes the success of its statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information obtained from this survey that relates to any identifiable firm without the previous consent of that firm. The data reported in this questionnaire will be treated in strict confidence, used for statistical purposes and published in aggregate form only. To enhance its usefulness, Statistics Canada will create a database combining individual responses from this survey with other information that Statistics Canada has from other surveys or from administrative records. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Authority

This survey is conducted under the authority of the *Statistics Act*, Revised Statutes of Canada, Chapter S-19. Completion of this questionnaire is a legal requirement under the *Statistics Act*. Your participation is appreciated.

Coverage

Please complete the questionnaire for the business unit described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

Federal-Provincial Agreement

In order to avoid duplication of inquiry, to reduce the cost of collection and to provide consistent statistics, an agreement has been made with the Institut de la statistique du Québec, under Section 11 of the *Statistics Act, Revised Statutes of Canada*, where data on firms located or operating in Québec will be transmitted to the Institut de la statistique du Québec. The *Statistics Act* of Québec includes the same provision for confidentiality and penalties for disclosure of information as the federal *Statistics Act*.

Who should complete this questionnaire?

A senior manager of the business unit should complete this questionnaire.

Assistance

If you have questions about this survey or require assistance to complete the questionnaire please call:

1-888-820-1169

Survey Contact

Please indicate the name of the person completing this questionnaire so we know who to contact should we have questions about this report.

Name of person completing this questionnaire		Title
Area code	Telephone number	E-mail



General Information

In this questionnaire, we refer both to your "**business unit**" and to your "**firm**". By "**business unit**", we refer to your local operations. By "**firm**", we refer to all business units in Canada or in other countries that comprise your company.

1. Are the operations of your **business unit** part of a larger firm?

- ¹ Yes ► *If yes, is the sole purpose of your **business unit** to provide services to other business units in your firm?*
 ¹ Yes
 ³ No
- ³ No ► *Please go to Question 2*

2. Please estimate the percentage of your full-time employees in **2003** who were university graduates.

 %

3. Please estimate the percentage of the full-time employees in your business unit who were involved in research and development (R&D) activities in **2003**.

 %

4. Please estimate the percentage of your revenues in **2003** of your business unit that came from the sale of products (goods or services) to clients outside of Canada (exports).

 %

Success Factors

5. Please rate the importance of each of the following factors for the success of your business unit.

Please indicate the importance by using the following scale where 1 is low importance and 5 is high importance. Check 0 if not relevant to your business unit.

Success Factors	Degree of importance						
	Low	←————→				High	Not relevant
Markets and Products							
a. Satisfying existing clients	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
b. Developing niche or specialized markets	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
c. Developing export markets	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
d. Developing domestic markets	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	

Continued on page 3

Success Factors	Degree of importance					
	Low	←————→				High
Human Resources						
e. Encouraging experienced workers to transfer their knowledge to new or less experienced workers	1	2	3	4	5	0
f. Encouraging workers to continue their education by reimbursing tuition fees for successfully completed work-related courses	1	2	3	4	5	0
g. Offering off-site training to workers in order to keep skills current	1	2	3	4	5	0
h. Hiring skilled workers	1	2	3	4	5	0
i. Using teams which bring together people with different skills	1	2	3	4	5	0
j. Encouraging risk taking initiatives by employees	1	2	3	4	5	0
k. Use of financial incentives to attract and retain employees	1	2	3	4	5	0
Knowledge Management						
l. Regularly updating databases of good work practices, lessons learned or listings of experts	1	2	3	4	5	0
m. Preparing written documentation such as lessons learned, training manuals, good work practices, articles for publication, etc.	1	2	3	4	5	0
n. A value system or culture promoting knowledge sharing	1	2	3	4	5	0
o. Use of partnerships, strategic alliances or joint ventures to acquire knowledge	1	2	3	4	5	0
p. A written knowledge management policy/strategy or a knowledge management officer	1	2	3	4	5	0
Other						
q. Geographic proximity to clients and suppliers	1	2	3	4	5	0
r. Geographic proximity to knowledge institutions (universities, research institutes, etc.)	1	2	3	4	5	0
s. Geographic proximity to sources of venture capital	1	2	3	4	5	0
t. Active involvement in developing new industry-wide standards	1	2	3	4	5	0
u. Local and regional industry associations	1	2	3	4	5	0
v. Quality control of products	1	2	3	4	5	0
w. Implementing new information and communications technologies	1	2	3	4	5	0

New or Significantly Improved Products and Processes

There are two types of innovation: Product Innovation and Process Innovation.
Section A asks questions on **Product Innovation** and Section B asks questions on **Process Innovation**.

SECTION A – Product Innovation

A **new product (good or service)** is a product which is **new to your business unit** whose characteristics or intended uses differ significantly from those of your business unit's previously produced products.

A **significantly improved product (good or service)** is an existing product whose performance has been significantly enhanced or upgraded. A complex product which consists of a number of components or integrated subsystems may be improved by changes to one of the components or subsystems. Changes to your firm's existing products which are purely aesthetic or which only involve minor modifications are not to be included.

6. During the last three years, 2001 to 2003, did your business unit introduce onto the market any new or significantly improved products (goods or services)?

- 1 Yes
2 No ▶ Go to Question 13

7. Who developed these new or significantly improved products (goods or services)?

Please check the most appropriate alternative.

- 1 Mainly your business unit or the firm you are part of
2 Your business unit in co-operation with other firms or organizations
3 Mainly other firms or organizations

8. During the last three years, 2001 to 2003, how many new or significantly improved products (goods or services) did your business unit introduce onto the market?

Number of products

9. During the last three years, 2001 to 2003, were any of your new or significantly improved products (goods or services)

- a. a first in Canada? 1 Yes 3 No 0 Do not know
b. a world first? 1 Yes 3 No 0 Do not know

10. Were any of your business unit's new or significantly improved products (goods or services) sold to the following industries?

- a. Mining 1 Yes 3 No
b. Forestry and/or forest products (i.e. wood, pulp and paper) 1 Yes 3 No

11. Please estimate the percentage of your revenue **in 2003** that was generated by new or significantly improved products (goods or services) introduced by your business unit during the period 2001 to 2003.

 %

12. For your most innovative product (good or service) introduced **during the last three years, 2001 to 2003**, please assess the degree of novelty of this product on a scale from 1 to 5 where 1 is slightly new and 5 is totally new.

- Degree of novelty of the most innovative product (good or service)
- Slightly new ←————→ Totally new
- 1 2 3 4 5

SECTION B – Process Innovation

Process innovation includes new and significantly improved processes as well as new or significantly improved ways of supplying services and delivering products which are **new to your business unit**. The outcome should be significant with respect to the level of output, quality of products (goods or services) or costs of production and distribution. Minor or routine changes to processes are not to be included.

13. During the last three years, 2001 to 2003, did your business unit introduce any new or significantly improved processes (including improved ways of delivering goods or services)?

- 1 Yes
- 3 No ► *Go to Question 18*

14. Who developed these new or significantly improved processes (including improved ways of delivering goods or services)? Please check the most appropriate alternative.

- 1 Mainly your business unit or the firm you are part of
- 2 Your business unit in co-operation with other firms or organizations
- 3 Mainly other firms or organizations

15. During the last three years, 2001 to 2003, how many new or significantly improved processes (including improved ways of delivering goods or services) did your business unit introduce?

Number of processes

16. During the last three years, 2001 to 2003, were any of your new or significantly improved processes (including improved ways of delivering goods or services)

- a. a first in Canada? 1 Yes 3 No 0 Do not know
- b. a world first? 1 Yes 3 No 0 Do not know

17. For your most innovative process (including improved ways of delivering goods or services) introduced during the last three years, 2001 to 2003, please assess the degree of novelty of this process on a scale from 1 to 5 where 1 is slightly new and 5 is totally new.

Degree of novelty of the most innovative process (including improved ways of delivering goods or services)

Slightly new ←————→ **Totally new**

1 2 3 4 5

Not Yet Completed or Abandoned Innovation Activities

18. During the period 2001 to 2003, did your business unit have any unsuccessful or not yet completed projects to develop or introduce new or significantly improved products (services or goods) or processes (including improved ways of delivering goods or services)?

- 1 Yes
- 3 No

If your business unit introduced a new or significantly improved product or process during the last three years, 2001 to 2003, (i.e. "yes" to question 6 or 13), please proceed to Question 20.

If your business unit did not introduce a new or significantly product or process during the last three years, 2001 to 2003 (i.e. "no" to both question 6 and question 13), please proceed to Question 19.

19. Why did your business unit not develop or introduce any new or significantly improved products (goods or services) or processes **during the last three years, 2001 to 2003?**

- a. Innovations were carried out prior to 2001-2003 1 Yes 3 No
-
- b. Market doesn't require new products 1 Yes 3 No
-
- c. Lack of funds to carry out innovation projects 1 Yes 3 No
-
- d. Lack of trained staff to carry out innovation projects 1 Yes 3 No
-
- e. Other reasons, please specify: _____ 1 Yes 3 No
-

Please proceed to Question 27

Innovation Activities

20. During the last three years, 2001 to 2003, did your business unit engage in the following activities?

- a. **Internal research and development (R&D):**
 Research and development (R&D) linked to new or significantly improved products (goods or services) or processes **carried out within your business unit** 1 Yes 3 No
-
- b. **External research and development (R&D):**
 Same activities as above, but performed by other firms or organizations (including contracted out R&D and R&D carried out by other business units within your firm or within joint ventures) 1 Yes 3 No
-
- c. **Acquisition of equipment and machinery:**
 With improved performance (including integrated software) specifically purchased to implement new or significantly improved products (goods or services) or processes 1 Yes 3 No
-
- d. **Acquisition of other external knowledge:**
 Purchase of rights to use patents and non-patented inventions, licenses, know-how, trademarks, software and other types of knowledge from others for the development of new or significantly improved products (services or goods) and processes 1 Yes 3 No
-
- e. **Training:**
 Internal or external training for your personnel directly aimed at the development and/or introduction of new or significantly improved products (goods or services) or processes 1 Yes 3 No
-
- f. **Market introduction of innovations:**
 Internal or external marketing activities directly aimed at the development and/or introduction of new or significantly improved products (goods or services) 1 Yes 3 No

21. Please estimate the percentage of your total expenditures that were devoted to the above innovation activities **during the last three years, 2001 to 2003.**

%

Sources of Information

22. During the last three years, 2001 to 2003, which of the following played an important role as sources of information needed for suggesting or contributing to the development of new or significantly improved products (goods or services) or processes (including improved ways of delivering goods or services).

Please indicate the importance by using the following scale where 1 is low importance and 5 is high importance. Check 0 if not relevant to your business unit.

Sources of Information	Degree of importance						
Internal sources of information for your business unit	Low	←—————→				High	Not relevant
a. Research and development (R&D) staff	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
b. Sales and marketing staff	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
c. Production staff	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
d. Management staff	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
e. Other business units in your firm	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
External sources of information for your business unit							
f. Suppliers of software, hardware, materials, or equipment	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
g. Clients or customers	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
h. Consultancy firms	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
i. Competitors and other enterprises from the same industry	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
j. Universities or other higher education institutes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
k. Federal government research laboratories	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
l. Provincial/territorial government research laboratories	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
m. Private non-profit research laboratories	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	

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Source of Information	Degree of importance						
Generally available sources of information for your business unit	Low	←————→				High	Not relevant
n. Professional conferences, meetings, journals	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
o. Trade fairs and exhibitions	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
p. Trade associations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
q. Internet	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
r. Other sources, please specify: _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	

Cooperative and Collaborative Arrangements

Cooperative and collaborative arrangements involve the active participation in joint projects between your business unit and other firms and organizations (including other business units in your firm) in order to develop new or significantly improved projects (goods or services) and/or processes (including improved ways of delivering goods or services). Pure contracting out of work, where there is no active collaboration, is not regarded as co-operation.

23. During the last three years, 2001 to 2003, was your business unit involved in co-operative and collaborative arrangements with other firms or organizations to develop new or significantly improved products (goods or services) and/or processes (including improved ways of delivering goods or services)?

1 Yes 3 No ► Go to Question 25

↓
If yes, please check which of the following reasons are important in determining the involvement of your business unit in co-operative and collaborative arrangements to develop new products (goods or services) and processes (including improved ways to deliver goods or services) Please check all that apply.

- 1 Sharing costs
- 2 Spreading risk
- 3 Accessing research and development (R&D)
- 4 Prototype development
- 5 Scaling-up production process
- 6 Accessing critical expertise
- 7 Accessing new markets
- 8 Accessing new distribution channels
- 9 Other reasons, please specify: _____

24. During the last three years, 2001 to 2003 please indicate the type and location of the organizations with which your business unit collaborated and cooperated with in order to develop new or significantly improved products (goods or services) or processes:

Please check all that apply.

Type of organization	Within 100 km	In the rest of Canada	US	Mexico	Central and South America	Europe	Pacific Rim *	Other Countries	Not Relevant
a. Other business units within your firm	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
b. Clients or customers	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
c. Suppliers of equipment, materials, components or software	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
d. Competitors	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
e. Consultants	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
f. Commercial laboratories / R&D enterprises	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
g. Universities or other higher education institutes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
h. Federal government research institutes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
i. Provincial/territorial government research institutes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
j. Private non-profit research institutes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
k. Industrial associations	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>
l. Other type of partners Please specify: 	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>	7 <input type="radio"/>	8 <input type="radio"/>	0 <input type="radio"/>

* Pacific Rim countries are: Hong Kong, Indonesia, Malaysia, South Korea, Taiwan, Thailand, Vietnam, Laos, Philippines, Japan, Australia and New Zealand

Problems and Obstacles

25. During the last three years, 2001 to 2003, please rate the importance of the following problems and obstacles which slowed down or caused problems when your business unit developed new or significantly improved products (goods or services) or processes (including improved ways of delivering goods or services).

Please indicate the importance by using the following scale where 1 is low importance and 5 is high importance. Check 0 if not relevant to your business unit.

Problems and Obstacles	Degree of importance						
Economic factors	Low	←————→				High	Not relevant
a. Risk related to the feasibility of innovative projects	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
b. Risk in terms of innovation's market success	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
c. Innovation costs too high	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
d. Lack of appropriate sources of finance	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
Internal factors							
e. Organizational rigidities within the enterprise	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
f. Inability to devote staff to projects to develop new or significantly improved products and processes on an on-going basis because of production requirements	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
g. Lack of qualified personnel	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
h. Lack of information on technology	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
i. Lack of information on markets	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
Other factors							
j. Insufficient flexibility of regulations or standards	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
k. Lack of customer responsiveness to new goods or services	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
l. Lack of industry-wide standards	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
m. Lack of regulations in E-commerce as an obstacle to exporting innovative products (goods or services)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	
n. Other factors, please specify: _____	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>	

Impact of Innovation

26. What impact did new or significantly improved products (goods or services) or processes (including improved ways of delivering goods or services) **developed and introduced during the last three years, 2001 to 2003** have on your business unit?

Please indicate your opinion by using the following scale where 1 is strongly disagree and 5 is strongly agree. Check 0 if not relevant to your business unit.

Impact of Innovation

	Strongly Disagree	←————→			Strongly Agree	Not relevant
a. Increased the business unit's productivity	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
b. Increased the business unit's profitability	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
c. Increased the speed of supplying and/or delivering services or goods	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
d. Increased the ability to adapt flexibly to different client demands	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
e. Increased business unit's domestic market share	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
f. Increased business unit's international market share	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
g. Allowed business unit to maintain its profit margins	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
h. Allowed business unit to keep up with its competitors	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
i. Decreased the cost of producing products (goods or services)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
j. Improved the quality of products (goods or services)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>
k. Other, please specify:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	0 <input type="radio"/>

Protection of Intellectual Property

27. Please indicate which of the following methods were used by your business unit to protect its intellectual property **during the last three years, 2001 to 2003**.

Formal methods	Yes	No
a. Patents	1 <input type="radio"/>	3 <input type="radio"/>
b. Registration of design patterns	1 <input type="radio"/>	3 <input type="radio"/>
c. Trademark	1 <input type="radio"/>	3 <input type="radio"/>
d. Copyright	1 <input type="radio"/>	3 <input type="radio"/>
e. Confidentiality agreements	1 <input type="radio"/>	3 <input type="radio"/>
Strategic methods		
f. Secrecy	1 <input type="radio"/>	3 <input type="radio"/>
g. Complexity of design	1 <input type="radio"/>	3 <input type="radio"/>
h. Lead-time advantage on competitors	1 <input type="radio"/>	3 <input type="radio"/>
i. Other methods, please specify:	1 <input type="radio"/>	3 <input type="radio"/>
<hr/>		

28. What percentage of your products (goods or services) were protected by patents, trademarks or copyrights (in terms of their contribution to total revenues) **in 2003**?

% of total revenues

Business Unit Clients

29. Please estimate the percentage of your total revenues **in 2003** which came from the sale of products (goods or services) to the following industries:

	Percentage of revenue
a. Mining	<input style="width: 50px; height: 20px; border: 1px solid black;" type="text"/> %
b. Forestry and/or forest products (i.e. wood, pulp and paper)	<input style="width: 50px; height: 20px; border: 1px solid black;" type="text"/> %

30. **During the last three years, 2001 to 2003**, did your business unit provide products (goods or services) to biotechnology firms or organizations?

- 1 Yes
3 No

31. **During the last three years, 2001 to 2003**, did your business unit provide products (goods or services) to nanotechnology firms or organizations?

- 1 Yes
3 No

Geomatics Activities

32. During the last three years, 2001 to 2003, did your business unit carry out any of the following activities?

	Yes	No
a. Land surveying	1 <input type="radio"/>	3 <input type="radio"/>
b. Mapping and cartography	1 <input type="radio"/>	3 <input type="radio"/>
c. Geospatial analysis using remote sensing and/or GIS (Geographic Information System) tools	1 <input type="radio"/>	3 <input type="radio"/>
d. Use of customized geospatial software	1 <input type="radio"/>	3 <input type="radio"/>
e. Development of customized geospatial software	1 <input type="radio"/>	3 <input type="radio"/>
f. Geospatial data management	1 <input type="radio"/>	3 <input type="radio"/>
g. Hydrographic surveying	1 <input type="radio"/>	3 <input type="radio"/>

Government Support Programs

33. During the last three years, 2001 to 2003, did your business unit use any of the following types of programs sponsored by the federal or provincial/territorial governments? Please check all that apply.

	Government Programs		Did not use government program
	Federal Government	Provincial/Territorial Government	
a. Research and development (R&D) tax credits	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b. Government research and development (R&D) grants	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c. Government venture capital support	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
d. Government technology support and assistance programs	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
e. Government information or Internet services	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
f. Government support for training	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
g. Other government support programs (please specify)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

34. If your business unit did not use any of the above listed programs, please indicate the reason why you did not.
