



Accreditation 2007: Typical Questions from Reviewers

- Who are your customers?
- What are the most important requirements of each of your customers?
- What are the major work processes in your area?
- How do you measure your performance?
- What are your individual goals or objectives?
- What are the values of the SBDC? Do they really live by these values or are they just words?
- What is the SBDC's vision of the future?
- What can you do in your area to help the SBDC achieve its vision?
OR how does your job relate to the SBDC's strategic objectives?
- What kind of training do you receive?
- What are the most important priorities of management?

- How are you involved in helping the SBDC improve performance? Can you give me some examples?
- How much authority do you have to make decisions?
- Do you currently have more authority than in the past?
- What does the SBDC reward or recognize?
- Is the SBDC a good place to work?