

The Questionnaire Phase

The Questionnaire is where the picture from the Kick-off gets filled in, area by area, by the people who actually run each part of the facility.

Why This Matters

The Kick-off defines what needs to be covered. The Questionnaire is where that gets answered in detail, specific to your facility rather than generic to the industry. This is also what sharpens where an Audit, where one takes place, needs to look. Without it, an on-site audit would be spent discovering things the Questionnaire could have surfaced in advance.

What to Expect

Not one long questionnaire, but several shorter ones, each focused on a single area of the facility: raw material handling, process water, production technology, piping and pigging systems, finished goods storage and transfer, filling, and how operational hygiene is organized overall.

This matters because operational hygiene is not owned by one function. Splitting the Questionnaire by area, rather than sending one document to one person, means each part gets answered by whoever actually knows that part best, whether that sits in Quality Assurance, Production Planning, or Process Engineering.

This is also where complete inventories get compiled, for example of pumps and piping, and where topics like the process water supply are examined closely. That level of detail is what makes it possible to prepare the Audit properly, especially the second day, when many areas that are normally closed get opened. Knowing in advance what to look for means that time on site goes to the right points, defined beforehand, rather than to finding out what those points even are.

How It Works

Each questionnaire already has its likely respondent filled in before it goes out. That assignment is not guesswork: it is based on experience from similar engagements, refined with what came out of your Kick-off. Each questionnaire is then answered at a reasonable pace, not under time pressure, since the goal is an accurate picture, not a fast one.

This phase is partly iterative. As answers come in, I review them and go back with further questions where something needs clarifying or where an answer opens up a new angle, rather than guessing at what was meant.

That same review already produces first findings. Where an answer points to an obvious gap or an easy fix, it goes onto a preliminary list of recommendations, including short-term measures you can act on right away, well before the Audit confirms the wider picture.

Where several areas interact, for example a shared cleaning system serving more than one line, the responses are cross-checked against each other, not just read in isolation.

What You Get

A Facility-Specific Picture, Plus First Findings

A detailed, area-by-area account of how operational hygiene actually works today, not how it is assumed to work. Alongside it, a preliminary list of findings and recommendations, some ready to act on as short-term measures. Together, this is what turns a generic Audit into a targeted one, focused on the areas that matter most for your facility rather than a fixed checklist.

Next Steps

Where the engagement includes one, the Questionnaire leads into the Audit phase: an in-person visit that verifies what the Questionnaire captured against what is actually happening on the plant floor. See the Audit Guide for what to expect there.

Book a call to discuss your facility and how the Questionnaire phase would be scoped for it:
zeeg.me/grosseronald.

