

Non-response Survey 2019-2021

Q1. During the three years 2019-2021 did your enterprise introduce any new or significantly improved products (goods or services)?

Yes	No

**A product innovation is a new or improved good or service that differs significantly from the firm's previous goods or services and that has been introduced on the market. Product innovations must provide significant improvements to one or more characteristics or performance specifications. This includes the addition of new functions, or improvements to existing functions or user utility. Relevant functional characteristics include quality, technical specifications, reliability, durability, economic efficiency during use, affordability, convenience, usability, and user friendliness.*

**The innovation must be new to your enterprise, but it does not need to be new to your industry sector or market. It does not matter if the innovation was originally developed by your enterprise or by other enterprises.*

Product innovations **do not include the simple resale of new goods purchased from other enterprises, minor aesthetic changes, routine changes or updates, or customisation for a single client that doesn't include significantly different attributes compared to products made for other clients.*

Q2. During the three years 2019-2021 did your enterprise introduce any new or improved processes?

Yes	No

**Processes include:*

- production of goods or services
- distribution and logistics
- marketing and sales
- information and communication systems
- administration and management
- product and business process development

**A business process innovation is a new or improved business process for one or more business functions that differs significantly from the firm's previous business processes and that has been brought into use in the firm.*

**The innovation (new or improved) must be new to your enterprise, but it does not need to be new to your industry sector or market. It does not matter if the innovation was originally developed by your enterprise or by other enterprises.*

Q3. Were any of your innovation activities to develop product or process innovations abandoned during 2019-2021?

Yes	No

Q4. Were any of your innovation activities to develop product or process innovations still ongoing at the end of 2021?

Yes	No

