

APPENDIX B
The Original Items

Original Items in Scales

Construct	Items
Business Collaboration Effectiveness (BCE)	
BCE1	Firm believes that the collaboration between business and staffs will be encouraged to the potential of firm as well.
BCE2	Firm has promoting teamwork to operational are efficiency and suitable.
BCE3	Firm has encouraged allocation budget and resources to utilize on activities sufficiently and appropriately.
BCE4	The firm is emphasis on the employee participation which assign as operational approach is clearly.
BCE5	Firm is advocated to build good relation to both internal and external firm which bring to learning and responding customers rapidly.
Modern Management Excellence (MME)	
MME1	Firms have promoted to learning or exchange the knowledge always together to blend any new knowledge as diversity.
MME2	The firm intends to apply technology to operation to enhance exist products and services to more potential.
MME3	Firm has focusing on the communication available to relay information needed to perform and create understands with clients as completely.
MME4	The firm is attention to offer new product and service that match the needs and satisfaction of customer always superior competitor.
Proactive Operational Management (POM)	
POM1	Firm believe that development skills and capability of employees in create the new knowledge will help to increase ability to competition.
POM2	Firm has encourage a communicate knowledge between employee of organization continuously to has expertise on various tasks and meet customer needs infallibly and fast.

Original Items in Scales (Continued)

Construct	Items
POM3	The firm has focus on advance technology to improve approach and production the product and service to consistent with present work.
POM4	Firm believe that development knowledge and procedure to continuous will make firm has potential over the rival.
Global Strategic Management Competency (GSM)	
GSM1	Firm has emphasis on improvement and development the quality of product and service to standard continuously.
GSM2	Firm is intent to bring new approach or new technology used to streamlines in operations and facilitate to serve customer quickly.
GSM3	Firm able to allocate resource to investment on develop operations and various activities to flexible and congruence with situation on competitive as immediately.
GSM4	Firm has aware and analyze the business opportunity and seeking always external information to bring planning and developing perform of the firm that respond customer needs as efficiently.
GSM5	When everything to change the firm has flexibility and adaptability in competition that occur the highest effectiveness.
Firm Performance (FPE)	
FPE1	Firm has increased revenue to continuous when compared with recent year.
FPE2	Firm able to attract older client and new client to purchase the product and service are many to the firm.
FPE3	The firm has overall operational is the great criteria and superior competitor.
FPE4	Firm has developed product innovation or service and offer to market being the first continuously.
FPE5	Firm has been acceptance from customer and market that firm has potential to produce goods and services are quality.