**Interview guideline**

1. **Information regarding the costs of your standard related to the re-accreditation.**

   As an assistance, you may use the extract from the statement of accounts of the first accreditation in 2011.

   1.1. Which **external** costs did arise that are clearly related to the re-accreditation? (Services of external providers, costs for further education etc.)?

   1.2. **Internal** costs: How many personnel expenditure was spent since the first accreditation in 2011 (estimate amount of hours)? Please consider internal personnel expenditures of other units (e.g. informatics) as well as all costs for the pre-audits and the audit. Consider also internal material costs.

   1.3. Are there further expenditures related to the re-accreditation?

   1.4. Are there further costs related to the re-accreditation?

2. **Selection of quality indicators of your standard in order to quantify the benefit in relation to the re-accreditation.**

2.1. **Principal question:**

   Which indicators do represent the benefit of the re-accreditation in your standard? Basis for discussion: sanaCERT standard elements, quality dashboard, etc. (Important: Indicators should be measurable).

   Selection of criteria according to the indicator assessment tool (belonging to a current study)

   - A clear link between the indicator and the standard
   - Is it possible to isolate the effect of the indicator from other (quality) measures?

2.2. Which data of the indicator(s) can you name that can be further used to quantify the benefit?

2.3. Are there already numbers that represent a monetary benefit?

3. **Addition and ending**

3.1. Were the achieving objects in your standard reached (see agreement of order)?

3.2. Which aspects are still missing or were paid to less attention in the interview?

3.3. Do you have any questions regarding the interview or the further proceeding?

Thank you for the interview