

Hard Facts about how people FEEL

and

Change Management Consultancy to make yours a leading organisation

- ✓ Employee Engagement / Satisfaction
- ✓ Employment Cycle research (Starters, Current, Leavers)
- ✓ Customer Satisfaction
- ✓ 360° Management Feedback
- ✓ Teamwork (Internal Customer Satisfaction)

QUANTIFY London
18 Rodway Road
Roehampton Village
LONDON SW15 5DS

020 8704 1296
08452 41 41 60

info@quantify.co.uk

QUANTIFY Yorkshire
4 West Parade
Wakefield
West Yorkshire
WF1 1LT

0845 241 3450

Yorks@quantify.co.uk

www.quantify.co.uk



Management information

Management information; accurate, current and comprehensive, is crucial to managing any organisation successfully. You can't effectively manage things you can't measure.

You need hard facts about all the influences on the success of the organisation, including how it FEELS to do business with you, or be employed in your organisation.

We help you get **Hard Facts about how people FEEL**. We do this mainly by developing and operating surveys to measure employee engagement or customer satisfaction; preferably both, so you can have all the data you need to manage your organisation, not just the bits that are easy to count.

Perhaps you know there are things that should be changed? With objective data demonstrating the need for improvement, others will find your case for change much more compelling.

How we work

We guide and support you through any project. We can advise about the parts of the project you want to handle internally. For tasks you prefer to outsource, or consultancy support for your initiatives after a survey, we agree a fee in advance and handle them on your behalf.

This way you need only pay our fees for services you really need to outsource. And you are always in control.

We can deploy your survey on the web, on paper, or both at the same time. (Also by telephone or face-to-face, if necessary.)

Whatever we do for you, we understand that you want to know what is going on and the sooner you get your research results the more useful they will be. So we keep you informed at every stage and while taking great care to get things right first time, we work fast.

"Our people are our greatest asset"

Organisations are made of people with hopes and fears and feelings.



"I appreciate your swift response as always. The Adobe Acrobat reports and graphics are excellent, easy to find my way around and elegantly presented."

Anita Icke
Director, H2M Limited

"Excellent progress reports while the survey was live allowed us to target reminders in areas where response was thin. I was astonished to receive full analysis, including our bespoke graphical reports, on the same day we told you to close the survey to further responses. Service doesn't get any quicker than this."

Gillian French
Director of Human Resources
Connaught plc



Employee Satisfaction or Customer Satisfaction

90% of unhappy customers never complain, they just take their business elsewhere.

Disgruntled employees might leave. Or they might stay on, become embittered and sabotage all your effort to build commitment and engagement. They certainly aren't as interested in your corporate objectives as you would like them to be.

Many organisations log customer complaints, employee grievances or employee turnover but that is measuring a little bit of the effect, not getting to the cause.

With our help, you can have objective measures of employee satisfaction (**engagement, commitment**) or customer satisfaction (**repurchase intention, readiness to recommend**) giving you the tools to manage the relationships between your organisation and the people on whose feelings its success depends.

It can also pay to measure perceptions among employees who just joined, or just left, to gain better understanding of the feelings which motivate those decisions and how these people's view of you differs from that of other "mainstream" employees.

"Excellent quick service. Very flexible in providing the results in the format required. Efficiently run operation and cost effective. Would recommend them to others."

Helen Foster; Human Resources Manager, Netscalibur UK

"Your advice is always sound, practical, down-to earth and you offer innovative solutions to the challenges we face. You always deliver on time and the service you offer is of a very high standard and good value for money."

Maxine Bowles Best Value Officer, London Borough of Hillingdon

"The employee satisfaction survey you developed for us is an important tool in the management of our people. It is good to see progress reports while the survey is active and your analysis of survey results is always promptly delivered and easy to read. Many thanks for a quality service at a reasonable price."

Hugh Chapman Human Resources Director, Royal Berkshire Ambulance NHS Trust



360° Management Feedback

Give your managers objective feedback on the management behaviours they need to develop.

A management feedback system designed specially for you, (using a generic questionnaire we suggest, or based on your competencies and their associated behaviours, if you have defined them) provides managers with guidance and incentive to improve.

Sources of feedback might include the participating manager's own Manager, their Peers, and their Direct Reports.

Choose a reporting style which allows comparisons between managers, or one which reports only each individual's relative strengths and development needs among your set of management competencies.

If you wish, we can work with you to develop a competencies framework, and later with managers to help them decide and implement their development plans.

Teamwork

Give each department a measure of its success in meeting the needs of colleagues who rely on its support to get their jobs done.

Each team reviews its own results before managers meet to trade the improvements they promise to others for those they need from other areas.

Everyone becomes more aware of the needs of their internal customers, and service to the external customer improves as a result.

Improved service = happier customers = better customer retention = better bottom line.

"Many thanks for a professional service promptly delivered with outputs presented in a very accessible manner. Highly recommended."

Rob Kenwick
Senior Partner,
The Bryher Partnership
Better Results Yield Higher Employee Rewards



Quantitative data from written remarks

- Customer comments cards
- Employee survey comments
- Letters of complaint or thanks

We can summarise any body of written material and provide frequency reports organised thematically, or in descending order of frequency of mention of a specific thought. With numerical results you can compare views between groups of people, or from one year to the next.

Training

You can attend one of our open events, or we can run them for you in-house.

Event	For
Developing, Authoring and Designing Survey Questionnaires	Anyone wishing to conduct research by postal or web based self completion survey.
Getting facts out of figures; A beginner's practical guide to survey statistics	Anyone responsible for Gathering, Summarising, Analysing, Presenting or interpreting data.

Please call for more details, and dates.

"Clearly I made a wise choice of provider. I'm most impressed (and from the personal aspect relieved) that you have managed to turn this mammoth exercise around so expeditiously. Many thanks for the excellent service. As you know, I would have no hesitation in recommending Quantify to other local authorities."

**Malcolm Rappaport; Manager,
Corporate Policy & Support Unit,
London Borough of Harrow**

"Your one day seminar on authoring self-completion questionnaires has been well received each time we have included it in our schedule. Course evaluations indicate that delegates enjoy the day and find it an interesting and valuable learning experience."

**Martin Eke
Assistant Director
South East Employers' Organisation
for Local Authorities.**



Consultancy support

Our consultants can help you interpret the management information in your survey results and work with you to design and implement a change programme to make your organisation a leader in its field.

Free “how to” books

Visit our web site and download a free “how to” book about the project you are interested in. These are practical guides, stuffed with useful advice and check-lists, which give you a step by step guide to how to approach the project and make it work for your organisation.

- Your Employee Satisfaction Survey
- Your Customer Satisfaction Survey
- Your Internal Customer Satisfaction Survey
- Your Management Feedback system

More details

On our web site, you will find more information and examples of the way we might report your data.

Or please call to talk over your project and for a free estimate. There is no charge for an initial discussion.

“The survey outputs are proving very valuable to us. I especially appreciated your help with the development and design of the questionnaire, your advice on all the administrative details and the way you helped us to get a good result within our modest budget - and then billed us less than you originally estimated.”

Stuart Riggall
Director of Central Services
The Richmond Fellowship



“The reports are well presented and very usable. I am not one for false flattery, but I have to say that I am very impressed with the service you offer, especially when measured on a value for money basis.”

Jonathan Palmer
Director of Human Resources
TQ Education and Training Ltd

