

eValue[®] Strategic Diagnostic Survey

Determine – quickly and in depth – what your staff, customers, distributors and other stakeholders feel about the performance of the key drivers supporting your business objectives.

The eValue[®] survey not only gathers information - it links the survey response to the organisations strategy, giving **instant** insights into how well the business is operating – and what requires urgent attention.

Why it works

- It's **fast** – there is instant access to in-depth results.
- It's **thorough** – a wealth of information is easily accumulated and consolidated.
- People become part of the solution, driving a culture of **participation**.
- It's **easy** – no training required.

eValue[®] provides real-time results, filtered and analysed across multiple perspectives. Gather the thoughts and feelings of your staff, customers, distributors and other stakeholders, and check the relationship between their experience, the organisation's performance and its strategic objectives. The result is an immediate framework from which to structure improvements.

How it's used

eValue[®] offers templates that provide an opportunity for customisation:

- measure employee satisfaction (ESI), engagement and retention
- review organisational climate, culture and alignment
- assess teams and individuals (Tolat and Nine Domains)
- measure customer satisfaction (CSI) and distributor satisfaction (DSS)
- gather meaningful information on change management (e.g. mergers or acquisitions)
- perform a full organisational audit.

How it works

eValue[®] aligns survey content to the organisation's strategic and business goals.

- **Organisational goals** and the key components to achieving them are defined. For example, if the need is to increase operational efficiency, one of the key components may be "staff training".
- Each component is then broken down into its **critical success factors** that provide the survey content. For example, if the component is "staff training", critical success factors may include "induction" and "skills evaluation by managers".



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Support services

Throughout the process, support is provided by Achievement Awards Group's experienced staff, including:

- performance management consultants
- statisticians
- business executives
- IT system developers
- analysts.

Services include:

- high-performance consulting
- survey development including interviews and facilitation of representative focus groups
- interpretation of results with recommendations
- recognition training / sales incentive and workforce recognition programs (optional).

Setup and administration

- Setup is flexible and managed by Achievement Awards Group who customise the setup to specific needs, including response scale and scoring systems.
- Comprehensive survey templates provide an opportunity for customisation.
- Unlimited respondents.
- Anonymous or identified responses.
- Dual language options are available (currently all reports and instructions are in English).
- Hard copy surveys can be scanned and merged into eValue[®].
- Downloadable guides and on-screen help files are included.
- Optional customised branching statements and comment boxes.
- Optional individual mail with personalised logins and pre-allocated demographic information.

The eValue[®] service

includes:

- initial research
- individual interviews and/or focus group workshops
- survey questionnaire development
- survey administration
- survey implementation
- detailed reporting and analysis
- consulting (optional).

AAGroup Recognition Survey for Managers

Please select the appropriate response to each statement that expresses your experience of the current level of performance or need for improvement

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45. Recognition forms part of our organisation's performance management practice

Don't know Disagree Urgent Action Needed Disagree Some Action Needed Disagree No Action Needed Agree Satisfactory Agree Excellent

Comments: (Optional)

46. As a manager, I use recognition as part of my performance management practice

Don't know Disagree Urgent Action Needed Disagree Some Action Needed Disagree No Action Needed Agree Satisfactory Agree Excellent

Comments: (Optional)

47. My organisation provides fair, equal and consistent recognition to me and my co-workers

Don't know Disagree Urgent Action Needed Disagree Some Action Needed Disagree No Action Needed Agree Satisfactory Agree Excellent

Comments: (Optional)

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Reporting

- Reports are compiled immediately in **real time**, saving costs and allowing faster action.
- The survey's status, response rate and results can be monitored while it is in progress, giving constant updates on relevant information.
- For a quick overview, an executive summary with overall scores and survey statistics is included.
- Reports are colour-coded – results and statistics are easily understood.
- Choose from a variety of online reports or customise reporting options.
- Individual survey statements are grouped for easier analysis.
- Results can be compared across different demographic fields.
- Past survey results can be compared.
- Each individual survey statement shows the distribution of opinion and aggregate score.
- Analysis includes free-form text comment and suggestions.
- Inferential statistical and key driver analysis provide a further layer of insight (optional).
- Reports are available in PDF and graphic download formats.
- Online access to results can be given to selected stakeholders.

What our clients say

"eValue® is a powerful online survey for taking the pulse of our organisation and service levels – not only has our management team demonstrated commitment to improvement, but the survey has engaged all the stakeholders in the improvement process and empowered everyone to be part of the solution."

– Client testimonial

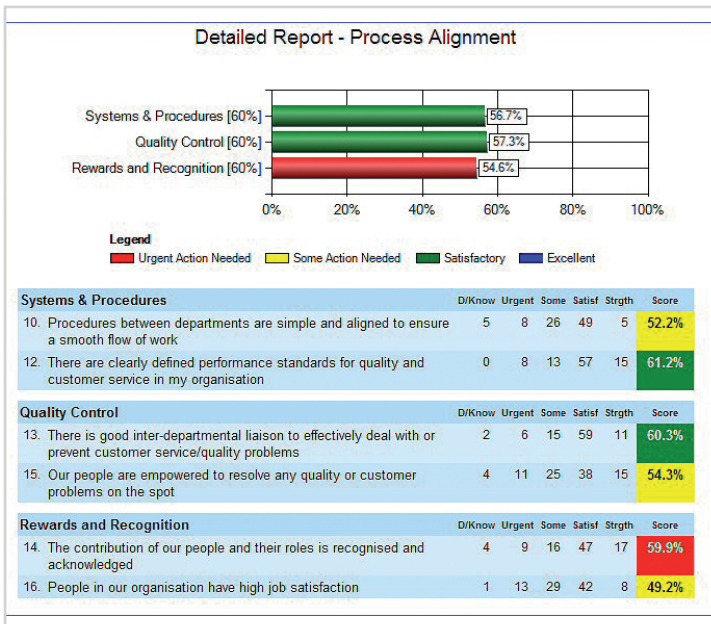


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Why Achievement Awards Group?

Achievement Awards Group has been adding value to organisations through improved human performance for over thirty years. eValue[®] is one of the services offered by our team of HR, strategic and statistical specialists.



To find out more:

email info@evaluesurveys.com and visit <http://evaluesurveys.com>

eValue

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