

Context

Our Approach

Key Findings

Recommendations

CREATING AN ENGAGED WORKFORCE AT A LEADING BATHROOM FITTINGS ORGANIZATION

Our client is the world leader in the definition of bathroom space and a benchmark reference in the world of design. The management wanted to measure engagement levels and link the survey results with:

- Retaining & attracting the right talent
- Sustaining their growth through a relentless focus on quality
- Establishing a customer centric mindset
- Developing future leaders

Feedback across 18 dimensions and 5 demographics

Engagement &

< 90th industry

percentile

performance indices

Benchmarked against the top 10% of the industry

~50% the employees

supervisors needed to

development of their

invest in growth &

felt that their

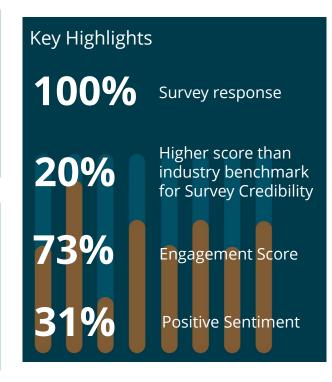
team

Sentiment analysis by leveraging IBM Watson

Findings linked with the 4 key objectives

"I need more training to do my job effectively"

Broken customer service: Customer feedback was not incorporated on time; unresolved complaints



Based on our analysis and data, we recommended the leadership team to act upon four critical focus areas across the organization:

- 1. Link training and enablement with addressing the employee's mindset on quality and customer focus
- 2. Boost managerial effectiveness in order for managers to coach and encourage development dialogues with their teams
- 3. Focus on communication across all channels to provide more transparency on the company's strategy and the importance of the survey results
- 4. Track and monitor the action plans of the senior leaders and functional heads to drive the above focus areas across the organization

