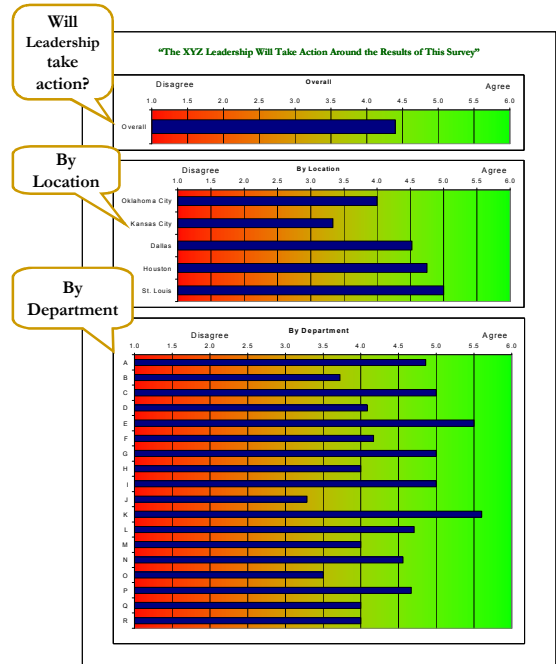


Organizational Effectiveness Survey™

Most top executives want to know what their people think of the company and how well the company is doing. The web-based Organizational Effectiveness Survey is a tool that provides a **diagnosis, prognosis and treatment plan** for the organization. The instrument has been constructed for maximum effectiveness using methodologies based on the most recent research on surveys. Surveying employees can be accomplished via the Internet, or using the traditional paper method. It is recommended results be reported by department or division. In smaller organizations, a summary report of the entire company will ensure confidentiality.

A comprehensive report that integrates with the Corporate Dashboard (provides both warning lights and metrics for all areas) gives executives a variety of critical information for improving the organization's performance. This includes:

- The organization's **change readiness** —level of employee involvement and accountability
- Whether or not the **culture is helping or hurting** the organization
- Identification of specific areas that are **going well and what areas need improvement**
- Providing an **initial baseline** of the level of employee satisfaction and an **intervention plan** to increase satisfaction and performance



Two **unique features** of the Organizational Effectiveness Survey Report are **performance metrics** and an **intervention plan** that addresses specific areas of weakness in the organization. The first survey provides baseline information, and the intervention plan tells executives and managers what needs improvement as well as what part of the company needs it the most. For example, one report indicated that employees were not satisfied with pay and benefits. A breakdown of results by organizational levels showed that only mid-level managers were unhappy with current pay and benefits. By providing the client with this level of detailed feedback, executives were able to focus on the specific area of the company that needed their attention, and consequently saved a considerable amount of money. Many companies choose to administer the survey every year, and display results on their Corporate Dashboard. Everyone in the company is able to see where change is needed and participate in changing red and yellow light areas to green lights. By providing metrics, statistical analysis of results can be provided when requested by the client.

XYZ Organizational Aggregate by Location

	Aligning People														Implementing Strategies / Measuring Performance					Total
	Leadership					Engaged/Motivated People														
	Leadership	Communication	Innovation	Conflict Management	Customer Focus	Team Work	Motivation	Organizational Commitment	Participation and Involvement	Roles and Responsibilities	Openness to Change	Recognition	Compensation	Training	Environment	Mission / Vision	Goals	Projects/Action Plans	Measurements	
Overall	4.4	4.3	4.8	3.9	4.4	4.4	4.8	4.8	4.5	4.9	4.3	4.5	3.7	4.4	4.5	4.7	4.8	4.7	4.0	4.5
Oklahoma City	4.3	4.4	4.5	3.9	4.2	4.5	4.5	4.4	4.1	4.6	4.1	4.5	3.1	3.7	4.2	4.5	4.5	4.4	3.7	4.2
Moore OK	3.9	3.6	4.6	3.2	3.8	4.1	4.4	4.4	4.1	4.6	3.7	4.1	3.4	4.1	4.4	4.7	4.4	4.1	3.6	4.1
Norman OK	4.4	4.4	4.9	3.9	4.5	4.4	5.0	4.9	4.8	4.9	4.5	4.5	3.8	4.6	4.5	4.7	4.9	4.9	4.1	4.6
Tulsa OK	4.5	4.4	4.8	4.0	4.8	4.5	4.8	5.0	4.5	5.0	4.4	4.5	3.9	4.5	4.8	4.9	5.0	4.9	4.2	4.6
Other	4.1	4.3	5.5	5.0	4.3	5.6	5.5	5.6	5.4	4.8	5.0	5.0	4.3	5.3	4.7	5.0	5.3	5.1	4.8	5.0

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Organizational Effectiveness Survey™

Critical Measures

- Readiness for change
- Whether culture is helping or hurting
- Areas that are going well
- Areas that need improvement
- Employee satisfaction levels
- Actions to increase employee performance levels

The Process

- Test
- Diagnosis
- Prognosis
- Treatment
- Follow up testing on a bi-annual or annual basis

Ideal Candidates

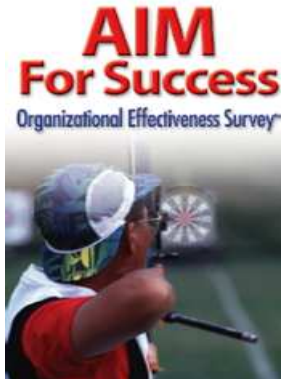
- High-growth companies
- Recently merged companies
- Companies who are downsizing
- Companies managing rapid change

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“The OES measures progress and growth through the eyes of the employees. The OES report gives us a road map of where we need to go and taking the survey once a year is our tracking system to see how we are doing”.

Dr. Belinda Biscoe, A.V.P. College of Continuing Education, The University of Oklahoma

What if you could monitor the performance of your company much the way you monitor the performance of your car? Imagine the competitive edge gained if you could glance at a dashboard view of organizational performance, reported by employees, and then target efforts where they are most needed.

Sometimes dreams do come true!

The Organizational Effectiveness Survey (OES) is based on the premise that an organization’s ability to integrate people, culture, and work dictates its success. But challenges in these areas can be difficult, and expensive, to diagnose.

By converting the perceptual data of employees into a green, yellow, and red light visual display, the OES efficiently reveals to managers what is working in the organization, what needs to be monitored, and what needs immediate attention. And it does so with a minimal time and dollar investment.

Follow up “testing” every nine months to a year allows all employees to continuously see where change is needed and participate in those changes. Employees have a real sense that the organization knows and values what they think. In this way, the OES helps to create organizational effectiveness through an engaged and accountable workforce.

It’s an approach that has been recently recommended as one out of “three quick fixes” by *Fortune* magazine to combat repeats of the recent failures in corporate America (May 2002). Sears which, as reported in 1998 by *Harvard Business Review*, included employee surveying in efforts that resulted in a 4% increase in both Sears employee and customer satisfaction . . . “translating to more than \$200 million in additional revenues” in 12 months. And Gallop’s research of 300,000 businesses reported in the book *Follow This Path*, argues that boosting morale can raise profits 40%.

Company-specific questions may be added | available in English & Spanish | Web-based and paper versions available | Process guided by performance metrics professionals | Treatment plan supported by senior-level organizational consultants

Please contact us for more information!

Organizational Effectiveness Survey is a trademark of Performance Dashboard, Inc.

