

STEP²: TRANSFORMATION PROJECT PRINCIPLES & METRICS



Structure Toward Employee Entrepreneur Partena.

The E squared reminding that the target audience is both the employee and the entrepreneur.

The compass of this transformation is based on 4 cardinal points: Agility, Digital, Proximity and Flexibility.



Peakon

TWO IMPORTANT PROGRESS POINTS COMING FROM PEAKON SURVEY



Autonomy

8,6 TOP 25%
0.5 above True Benchmark® **8.1**

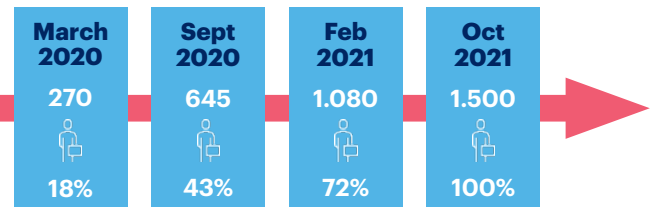


Flexibility

8,6 TOP 25%
0.6 above True Benchmark® **8.0**



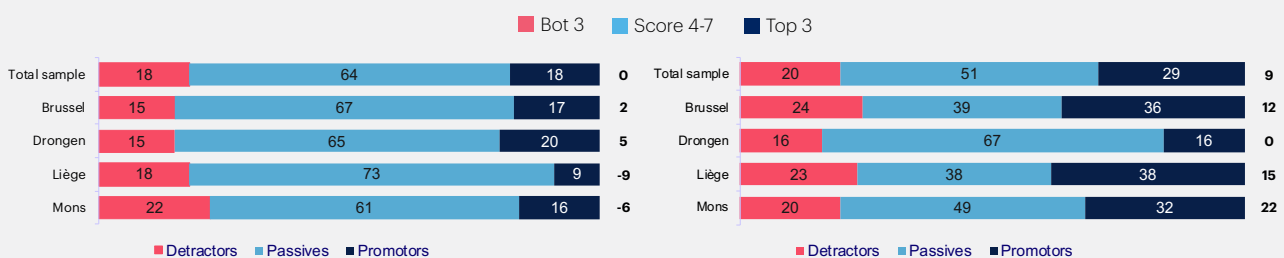
TRANSFORMATION TIMING



BACKGROUND & OBJECTIVES

We have launched NPS (NetPromotorScore) survey as well as CEI (CustomerEngagementIndex) to evaluate the satisfaction of our customers and be sure that our new organization can help improving the model. Here you find the scores for the pilots groups.

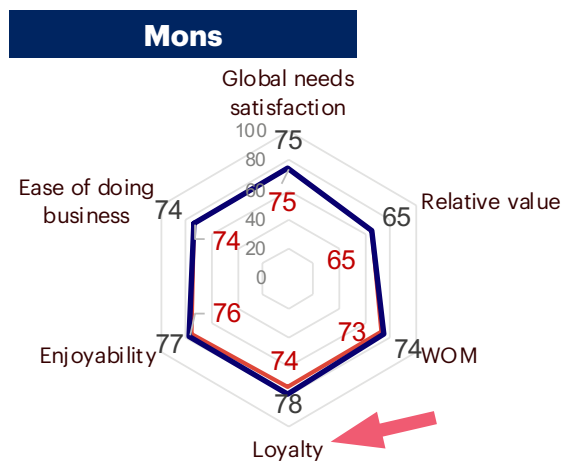
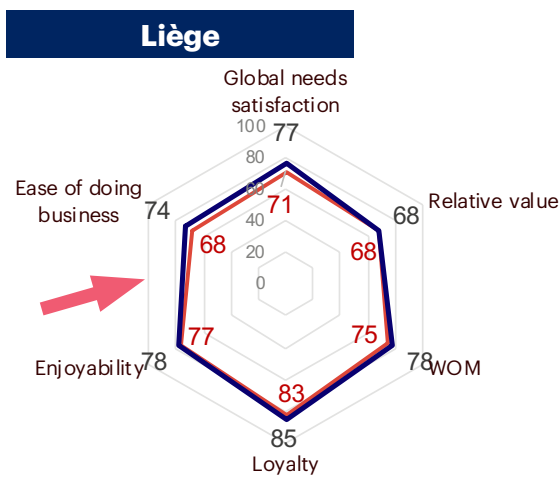
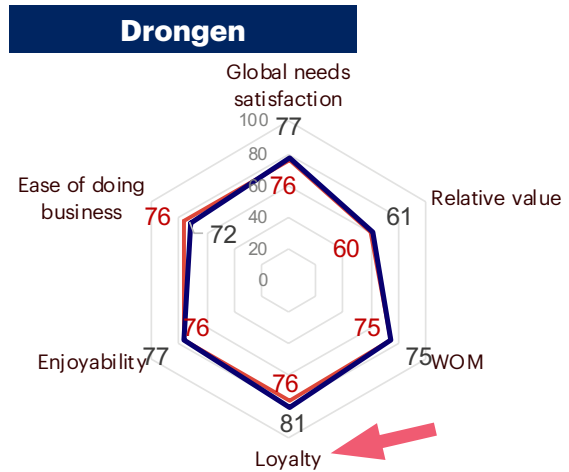
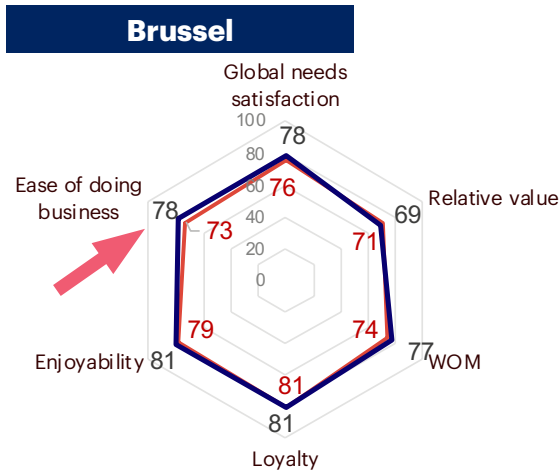
In terms of satisfaction and NPS, we can see that scores improved most in Brussels and Liège.



Intermediate results show that CEI slightly increased for clients who participated in the pilot project. The increase is largest for clients in Brussels and Liège.

Zero measurement	CEI	Follow-up
73.6	Global one	74.6
75.84	Brussels	77.47
73.22	Liège	76.47

On total sample all items that compose the CEI have increased. Especially the scores for loyalty ameliorated. Clients who are in the pilot of Brussels and Liège are mainly convinced that it's easier to do business with Partena Professional now.



Here the metrics for performance in generating leads, decreasing churn & generating revenue.



	Step Collab circles	Non Step
#leads Total/FTE	25	26
Retention % resigning workers	4.5%	5.0%
Revenue / FTE	+1%	/