

Voice of the Employee can pay big dividends ...and it can offer an annuity

How do you accurately measure company performance and drive the right change?

Would you like to gain insight into each of your facilities, departments or functions?

Have you considered that your biggest asset is the intellectual capital represented by your employee base?

Can you detect problem areas in a meaningful way?

Do you know what is necessary to drive your facilities toward operational excellence?

Do you know how to discover long running problems?

Can you identify specific areas for improvement?

Do you know how to create company-wide Business Process Effectiveness, Organizational Focus & Alignment, Infrastructure Evaluation, Technology Readiness, Better Financial Performance and Effective Management Practices?

Can you identify the gaps between knowing that something is wrong and knowing why it is wrong?

Do you really know the "Current Reality" of your operations?

Can you take advantage of the Internet's supreme group-forming capability that suggests the rise of an almost spooky group intelligence?

Do you know how to uncover business risks?



It's not about the future; it's about Performance...Today!

Do you want to know what's really going on in your business?

Just ask!

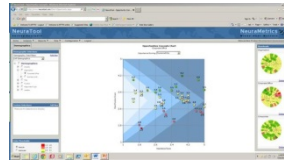
Your employees are eager to help and you may be ignoring the best business intelligence available.

Continuous improvement is the goal of every successful business...knowledge is the driver.

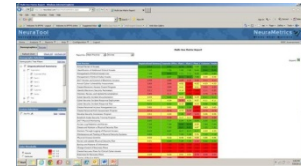
NeuraMetrics delivers knowledge that is strategic and actionable.



"Big Picture" analysis. See your business's strengths and weaknesses in one view and then drill down for details. Find common strengths and weaknesses that facilities, departments and functions should be aware of.



Focus on channeling investment into areas that have the largest potential for immediate and significant improvement. Alert sales and marketing to opportunities for strategic advantage they might not be aware of.



Compare demographics in their use of Best Practices, their Technology Readiness, and their Financial Performance, and translate those attributes to knowledge that is strategic and actionable.

NeuraMetrics has delivered on line quantitative, self-assessment tools world-wide to evaluate performance, procedures, and policies in a standardized manner. The NeuraMetrics methodology allows you to evaluate your company by performing a self-assessment of either the entire operation or a very specific portion of it. These self-assessments determine how well, or poorly, your company is doing with regard to your established processes, procedures and policies. All of the scores in the assessment help to relate how close the scored entities (entire company, departments, functions etc.) are to the ideal; which is determined by you. This online application allows you to self-assess performance, procedures and policies and then it helps you measure their adoption rate. It provides a yardstick for the implementation of practices, policies and procedures against your norm, monitor progress throughout the year; and share best practices across departments, titles, and functions.

“People closest to the work know, more than anyone, how it could be done better...GE relies heavily on employee surveys as a part of its learning culture.”

**Jack Welsh,
The GE Way Fieldbook**

The Annuity

In addition, this NeuraMetrics application sets the stage for continuous improvement. It allows you to compare departments, facilities or divisions of the company in **real time** 24/7. Not only does the company dashboard change continuously with the addition of data, but you can easily create dashboards that offer information that can change the bottom line for individual offices, remote facilities, divisions and subsidiaries. The analysis is such that it points to systemic company-wide long running problems or business risks that were uncovered by the methodology.

And here's the fait accompli...This application will allow each office, remote facility, division and subsidiary to anonymously benchmark themselves against their peers. They can anonymously learn why their counterparts are doing better than they are in specific areas...and...what needs to be done to equal these superior accomplishments.

This application becomes a business operations tool that allows management at all levels to continuously monitor and manage their operations; whether those operations are one branch office, a geographical region or the entire company.

With the anonymous nature of this tool, users are allowed to look for "Best Performers" (departments, facilities, functions, titles divisions) and with the "drill down" capabilities available they can determine how those "Best Performers" obtained that status.

Highlighting where and how another department, facility, function, title or division is exceptional could be a practice worth copying or a goal worth setting.

Participants enter data on an annual basis and the tool automatically differentiates year to year and sets up the ability to trend operations data. This helps management channel investment into areas that have the largest potential for immediate and significant improvement. At this point, it becomes the tool that keeps on giving.

This proven methodology determines the level of compliance with your company's best practices or process procedures and then rolls the information gathered into true business intelligence capable of providing on-line real time insight into your organization while prioritizing areas for improvement.

In a unique analysis technique, the tool can pinpoint the causes of poor performance and find out how company processes and tools are being used by the people closest to them.

- Are your vendors operating in compliance with your desires?
- Are "on the job" behaviors creating performance gaps?
- Are your prescribed business process details consistently being applied across your entire business enterprise?
- Are you prioritizing improvement investment opportunities in line with an effective cost control strategy?

And finally, the tool will allow you to see specific comments made anonymously by people (Participants - title, function etc.) in answer to specific questions regarding subjects such as barriers faced in dealing with specific issues. Analyzing these comments will allow you to develop ideas for improving these processes.

Conclusion

By devising a means of skillfully and pervasively eliciting opinions from the employee base, a company can achieve superior insight and better outcomes across the board. Your employees are eager to help and you may be ignoring the best business intelligence available.

Allowing your employees to share data and having everyone anonymously gain access to that data, could define the direction of the company and position you for continuous improvement.

Remember, for the best possible results when assessing a business: Collect **Real Data** from the **Right People** about **Real Problems** in **Real Time**.

About the Author:

Michael St. Angelo is the President and CEO of NeuraMetrics Inc. Mike has held executive sales and marketing positions at a company that was the worldwide leader in process automation, an industry analysis firm that studied and advised major corporations and utilities and a company that marketed enterprise software. He has led the development of an efficient and robust method to conduct mission critical, process and organizational assessments, benchmarking and analysis. His methodology and tools offer expanded insight into causes of organizational performance including analysis of process behaviors. Mike has taught undergraduate courses and provides freelance articles occasionally for industry publications. He may be reached at (904) 246-9733 or mstangelo@neurametrics.com