



## **BANTEC IMPROVE EMPLOYEE EFFECTIVENESS THROUGH COLLABORATIVE OPINION EXERCISES**

*'Having a 3<sup>rd</sup> party such as Customer Satisfaction UK with a good understanding of the business....generated a wave of initiatives that are still flowing through the business many months later.'* Mark Worrall (Customer Services Director, BancTec)

### **KEY BENEFITS**

- Employees were empowered to improve their own working environment
- Practical initiatives increased employee effectiveness and engagement
- Strong, extensive relationship between CSUK and BancTec enabled a unique approach, highly personalised to company goals

### **THE CLIENT**

BancTec is a market-leading supplier of document, payment and content processing and business process outsourcing services. Their products and services facilitate many of the world's largest financial organisations. Customer Satisfaction UK have worked with BancTec for over 15 years, completing a range of projects, improving satisfaction and strengthening relationships across the business.

### **THE CHALLENGE**

As part of its ongoing commitment to improving performance in an increasingly competitive marketplace, BancTec continuously develops its processes and skills. In this specific case, they wanted to achieve industry-best levels of employee satisfaction.

### **THE WORK**

Due to our lengthy relationship with BancTec, we were able to propose a unique methodology, linking internal and external satisfaction with a common focus on their ultimate business goals:

- Initial consultation with key staff members – won confidence and enthusiasm of staff
- Designed anonymous online employee survey specifically tailored to BancTec requirements
- Quantitative and qualitative questions – measuring employee opinion and suggestions for improvements
- Analysis and summary of data – met with client to discuss and review

### **THE RESULTS**

Feedback gathered provided BancTec with useful and sometimes surprising insights from staff across the organisation:

- Employee morale was high and stress levels were below average
- Areas for improvement included more information sharing between staff and a wider involvement in daily staff decisions
- A focus group of non-management staff was run with CSUK as an impartial facilitator – allowed employees to discuss issues and make recommendations to management
- Initiatives improving internal communications and appraisal mechanisms were implemented as a result of these discussions

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