



Organisational Surveys

Focus on... what is really going on

Fresh business information is critical to make informed decisions. Organisations should also have an interest in checking and supporting good employee attitudes that lead to effectiveness within the business.

Many surveys can be flawed due to poor design, and this can render the information gathered useless. As psychometricians, Quest support you with expertise in all aspects of organisational surveys. Whether it is a staff attitude survey or something more specific e.g. a customer service questionnaire, we employ a rigorous approach to surveying to ensure the information you really need is captured, avoiding any embarrassment when presenting reports to the board.

You can choose the level of our involvement, from professional assistance to full project management. The methodology will be tailored around your needs and we can apply efficient technologies e.g. on-line applications; scanning of paper-based questionnaires; or implement a process to handle existing questionnaires you already have. The approach will always ensure that you are provided with speedy distribution and turnarounds.

Our approach is to professionally evaluate staff attitudes on important issues relating to your organisation. This might include:

- Improving communications
- Leadership and vision
- Employee involvement
- Quality, processes and procedures
- Health & safety
- Benchmarking
- Training & development
- Monitoring and managing change
- Staff satisfaction and working conditions
- Diversity & Equal Opportunities
- Customer service levels

We help clients to ensure that the results are going to help move forward the business and can be measurable. Therefore we will enable you to use survey results to their full potential.



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0845 612 7722

admin@questpartnership.co.uk
www.questpartnership.co.uk