

ECG Organizational Audit Surveys:

- **Execution Excellence e-survey**
- **Organizational Climate Assessment**
- **Organizational Culture Assessment**
- **Skills Inventory**
- **Merger & Acquisition Cultural Due Diligence**
- **Multi-Rater Leadership Competency Assessment**
- **Customer Loyalty Assessment**
- **Training Needs Assessment**

Organizational Audit: *Information Gathering, Planning and Report Creation*

The EverChange Group (ECG) has a full range of diagnostic instruments which systematically identify improvement potential within an organization. ECG's Enterprise Feedback Diagnostic Platform gathers the perceptions of any sized employee organization, customer, or partner population, and delivers the results online in real-time, enabling lightening quick identification and prioritization of issues related to the capacity of the organization to successfully execute its strategy.

Execution Excellence e-Survey

Utilizing the latest e-survey technology, ECG designs and implements a full line of practical, integrated and comprehensive e-surveys focused on understanding the perceptions of an organization's stakeholders (e.g., employees, customers and partners) as they relate to their ability to achieve the organization's performance goals.

The objective of the e-survey is to identify employees' perceptions of the factors that affect and influence their ability to execute the organization's business strategy, which is typically focused on providing high value products and services to customers. This diagnostic platform provides organizations with an executive decision making tool based on facts rather than emotion or intuition.

Audit Process

- Interviews are conducted with senior executives to determine strategic direction and desired outcomes.
- Demographics are then identified and a communication plan is developed to launch the survey.
- Within hours of launch, in any HTML world language, full report access is delivered through a web interface for any pre-approved population (i.e., board members, executives, managers and professional staff).
- Survey data viewed by each manager can be organized or limited by any demographic including business unit, region, country, job function, division and department.

Audit Reporting and Results for Problem Solving

This diagnostic platform allows dynamic and comprehensive reporting and problem solving in eight *performance dimensions*; Market Focus, Clarity of Direction, Change Readiness, Continuous Learning, Customer Focus, Communication, Organizational Leadership, and Continuous Improvement, through detailed management reports and "one-click" queries. It instantly creates communications tools: customized power-point presentation, leader's guide and meeting management script for each and every manager. Comment fields collect respondents' candid comments and powerful "lexical" software analyzes the comments for extensive review.

Organizational Audit Reports:

- **Completion Report**
- **Comment Lexical Analysis**
- **Demographic Comparison Report**
- **Demographic Report**
- **Excel Cross-tab Report**
- **Executive Summary**
- **Favorability Report**
- **Gap Report**
- **Leader's Guide**
- **Opportunity Index**
- **Presentation Slides**
- **Quadrant Report**
- **Raw Data**
- **Segmentation**
- **Survey Results**
- **Trend Report**
- **Web Graph**

Organizational Audit (e-survey) Features:

- **Branding:** ECG will brand the survey and the reporting site with the client's logo/indicia.
- **Client Communication Plan:** To achieve maximum participation, a detailed communication plan, developed by ECG, provides employees the necessary instructions to complete the survey and provides managers the information needed to analyze the various reports.
- **Customized Executive Summaries:** Executive Summary Reports contain specific, relevant information based on the geographic and demographic options appropriate for each report recipient.
- **Develop Problem Solving Insights:** Provide specific prescriptive action steps related to negatively assessed items or gaps. Able to deploy an online action-planning system.
- **Extensive Data Reporting:** Over 20 online (real-time) 'domain specific' reports containing overall scores by department are available, with executive sponsor approval, to any individual from board members, executives, managers and front-line professional staff.
- **Full Client Support:** From survey initiation through to completion, ECG provides extensive client support to the diagnostic team, the client project managers and the client training team.
- **Language Capability:** Survey respondents can select their preferred language (any worldwide HTML language) prior to starting the survey.
- **Leader Guides:** Results presentation leader's guides are automatically created by the software and customized for each executive, manager or professional staff.
- **Respondent Comments Captured:** The ECG system captures all typed (i.e., written) comments made by respondents, then ranks words and phrases from the written comment questions based on frequency of occurrence.
- **Slide Presentation Creation:** The system automatically creates domain specific slide presentations of the results customized for each executive, manager or professional staff.
- **Sophisticated E-survey Data Collection Method:** ECG utilizes an online e-mail invitation process, which contains a unique authorization code, or PIN number, embedded in a clickable link for employees to access the online e-survey system.
- **Survey Invitation Creation & Distribution:** ECG will develop the CEO invitation letter, load the HRIS data, distribute the CEO Survey Invitation Letter and provide for multiple survey invitations over a 5-day period.
- **Timely Survey Process:** The entire survey process from initial launch to validation to full report production is typically reached within 1 – 2 business days.

Bottom Line

The EverChange Group provides the missing link between corporate strategy and tactical implementation by specializing in corporate perceptions and business transformation. We help you develop a truly agile business skilled at achieving performance results through deliberate execution.

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