

## Ensuring customers stay at the heart of your business growth

Can you be sure your growth and customer experience is supported by your operating culture?

i-survey is a pre-built online questionnaire to tap carefully your employees' knowledge, to help you be sure of your instincts.

Within weeks you can establish professionally, if your entire business is:

- Attuned to delivering a truly distinctive customer experience
- Fully utilising its innate strengths, and aware of any barriers to success

By learning of any gaps, you can then inform a plan to take corrective steps.

*Customers who feel distinction, tell others*

*Customers who feel indifference, tell others*

*Measure whether your people are driving the very best customer recommendations*

In a quick call, we discuss customised options to fit your business need, and quote same day (base i-survey for small business from £250 + vat).

**Enquire by email, or call us directly on +44 (0) 1295 271400**

**Learnership**  
Today's learning . . . .  
tomorrow's leadership

Online tools and consultancy services  
provided by Learnership



*“The service we have received has been exemplary and we have greatly valued the input we have received. It has been instrumental in the increase of customer care and bottom-line”*

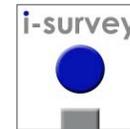
*MD – 40 employee Oxfordshire SME*

#### **Key features of i-surveys – built for business growth:**

- Completely anonymous – employees can share their views objectively – multiple languages possible for Global businesses
- Using freetext, respondents can challenge, inform, and contribute ideas for immediate improvements
- Questions (32) find out about what works consistently, and what doesn't – all linked to your customer experience
- Expertly built by a company that truly understands how small, large and growing businesses work
- Improvements are easily identified – 30 minute results debrief included, as required
- Takes just 8 minutes for each employee to respond
- Professionally presented results pack (pdf) emailed within 3 days of survey closing - built-in guidance
- Pricing can be as low as £250 + vat, with adjustments reflecting business size, team reporting, and customisation required

*“Learnership represent everything I look for in a business partnership: quality, integrity and value; they hit the ground running and delivered a tool that challenged, changed and immediately improved our client's business”*

*Business consultant – 25 years experience in SME sector*



*“My team think this attention to their opinion is really special (I've seen many surveys but I've not seen a process like this). This is highly appreciated and is sure to bring competitive advantage for our whole business”*

*Senior Leader - 1000 employee FTSE subsidiary*

#### **How i-survey is different – quick, easy, flexible, personal:**

- Full set-up included, secure and simple web-screens
- Telephone and email support – no call centre
- You can track response levels securely 24/7
- Pre-analysed reports at company and team level
- Heat-mapping option helps you identify best practice and risks across each and every part of the business
- Provides a one page distribution analysis across your business
- Leaders can see exactly whether their teams are aligned to them, and if not on which issues
- Additional options can be purchased only when you know you'll benefit – no wasteful analysis or costs
- Personal support from consultants but only if you seek it
- In large firms, can be trialled and then customised for wider use

*“The impact on our working culture has been simply breath-taking - I've turned from biggest cynic into biggest advocate”*

*CEO - 6000 employee FTSE business*