

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

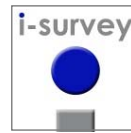
Measure whether your people are driving the very best customer recommendations

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