

Employee Survey

Total XYZ Company

Detailed Report

June-97

S-F-A Item	SA	A	N/A	D	SD	No. of Respondents	Percent Responding			Fav	Neutral	Unfav
							25%	50%	75%			

Leadership

9 . Top management sees to it that this company operates effectively. (A)

Total XYZ Company 152 586 75 313 111 1237



60 % 6 % 34 %

Norm



56 %

10 . Management encourages cooperation between departments. (A)

Total XYZ Company 143 627 80 283 100 1233



62 % 6 % 31 %

Norm



41 %

11 . Directions from management are not clear or precise. (D)

Total XYZ Company 111 435 52 536 100 1234



52 % 4 % 44 %

Norm



50 %

12 . Decision making is too slow in this company. (D)

Total XYZ Company 208 439 56 457 66 1226



43 % 5 % 53 %

Norm



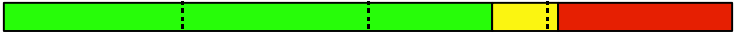




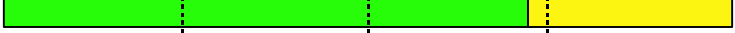

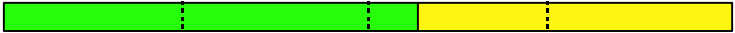
40 %

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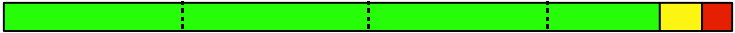







S-F-A Item	SA	A	N/A	D	SD	No. of Respondents	Percent Responding			Fav	Neutral	Unfav
							25%	50%	75%			
13 . Management is leading the company in the right direction. (A)												
Total XYZ Company	194	634	113	213	81	1235				67 %	9 %	24 %
Norm										48 %		
Customer Focus												
14 . Customer satisfaction is one of our top priorities. (A)												
Total XYZ Company	544	578	26	64	28	1240				90 %	2 %	7 %
Norm										72 %		
15 . This company identifies and responds effectively to customer needs. (A)												
Total XYZ Company	329	722	73	100	14	1238				85 %	6 %	9 %
Norm										72 %		
16 . This company provides better service than that of our competitors. (A)												
Total XYZ Company	228	532	351	96	20	1227				62 %	29 %	9 %
Norm										57 %		

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							25%	50%	75%			
17 . I am committed to excellence in customer service. (A)												
Total XYZ Company	510	596	68	46	4	1224				90 %	6 %	4 %
Norm										85 %		
18 . Our company philosophy emphasizes quality improvement. (A)												
Total XYZ Company	330	719	32	119	32	1232				85 %	3 %	12 %
Norm										72 %		
19 . The person I report to has a strong commitment to improving quality. (A)												
Total XYZ Company	333	591	58	184	60	1226				75 %	5 %	20 %
Norm										73 %		
20 . This company is not making the necessary effort to improve quality. (D)												
Total XYZ Company	98	312	52	592	178	1232				62 %	4 %	33 %
Norm										64 %		

Continuous Improvement

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							25%	50%	75%			
21 . Management is committed to continually improving the way we operate. (A)												
Total XYZ Company	201	661	57	252	70	1241				69 %	5 %	26 %
Norm										60 %		
Communication												
22 . Management encourages an open and participative work environment. (A)												
Total XYZ Company	156	683	53	258	72	1222				69 %	4 %	27 %
Norm										62 %		
23 . Employees are told about organizational plans and developments. (A)												
Total XYZ Company	101	618	51	330	116	1216				59 %	4 %	37 %
Norm										57 %		
24 . I feel free to say what I think. (A)												
Total XYZ Company	223	513	17	298	165	1216				61 %	1 %	38 %
Norm										43 %		