



COI's 19 Driver Business Improvement Model

Leading developers of business improvement software and surveys.

- Organisational Effectiveness
- Team Effectiveness
- Leadership Effectiveness
- Sales Team Effectiveness
- Retention Optimisation
- Employee Opinion Surveys
- Call Centre Effectiveness

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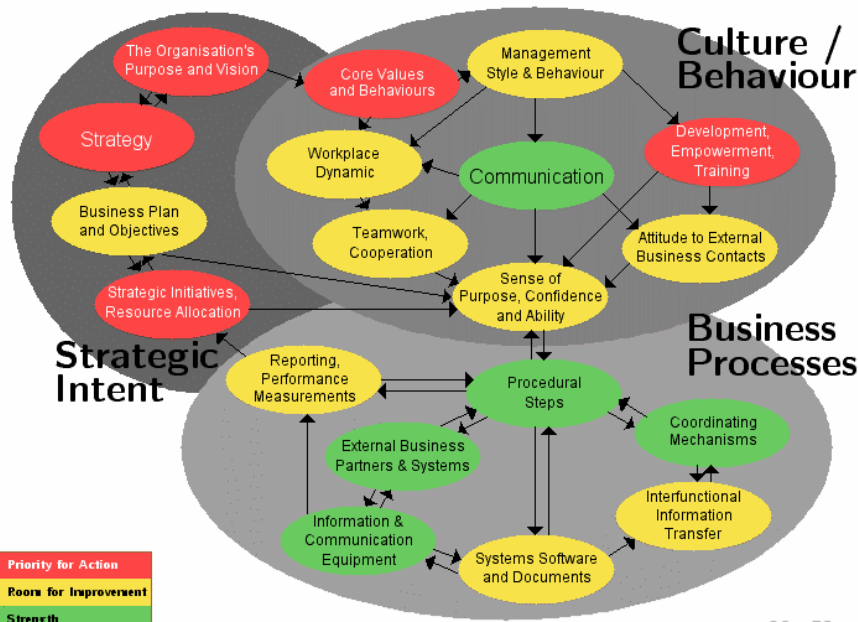
Introduction to the COI 19 Driver Effectiveness Model

Resulting from a decade of organisational research, COI's 19 driver model is used by hundreds of organisations and their leaders to help build and maintain the highest levels of day to day organisational, team and individual effectiveness.

Our short form health checks and more detailed surveys establish baseline measures across these 19 dimensions and identify key strengths and weaknesses, by team/area etc. Our profiling software facilitates drill down into key hotspots (identified in red below) to identify key causes the resultant development and implementation of targeted actions.

Progress is tracked across all 19 dimensions in order to keep the improvement process on track.

OEP Driver Relationship Diagram™



Singapore / Sales

Strat. Intent	Team	Org	All
- - Purpose	29	62	55
- - Strategy	31	62	50
- - Plan	40	60	43
- - Initiatives	28	58	56

Culture / Behaviour	Team	Org	All
- - Values	36	66	57
- = Management	45	75	45
- - Development	25	55	54
- - Dynamic	39	76	70
- - Teamwork	48	78	68
- - Confidence	43	73	57
- - Communication	54	74	60
- - Contacts	43	72	61

Business Processes	Team	Org	All
- - Procedures	55	71	68
- + Coordination	62	67	55
- + Info. Transfer	52	75	46
- - Software	43	67	64
- = Hardware	62	70	62
- - Partners	59	71	65
- - Reporting	51	63	68