



References in this update pack include Toyota, Commonwealth Bank, 7 Eleven and Sensis. For further references or to arrange a direct discussion with any of our clients contact COI on 1300 364 705.

“We have found it (OEP) to be a dynamic tool to build a common understanding throughout our organisation of key strengths and issues from an organisational, team and individual level so we can move forward together to address them. The OEP diagnostics provide us with powerful insights into the things that we need to be concerned about - not just our culture but also strategic and planning issues, resourcing, systems and processes. The immediate availability of the results and the flexibility with which they can be viewed - from the "big picture", to the minutiae, and everything in between - is particularly useful, as we can easily drill down into the areas and to the level that we require.

Armed with the OEP baseline diagnostics and benchmark data, we can track and monitor our improvement progress, clearly identifying and addressing barriers as they arise.

Additionally, through the use of OEP software wizard, our people not only have access to their team's results, but the easy to process guides them from discussion of the results to planning of countermeasures for problem areas. This in turn feeds into business improvement planning and implementation throughout our organisation.

The top down, bottom up OEP effectiveness improvement process continues to be a powerful (and in our experience, unique) process for helping build and maintain the highest levels of organisational performance."

Diana Fetter
Toyota

“Organisational effectiveness in a growing, fast paced organisation is one of the most difficult areas to quantify and measure. When I came across OEP, I was impressed with the easy processes to measure, monitor and review our organisational processes. The ability to review the organisation at all levels as well as functional and geographic areas, has proved a powerful tools to diagnose and put in place positive interventions to improve key strategic areas. OEP is not just a one off intervention; it is a top down bottom up, continuous improvement process that really works. It ensures that we have in place the right culture, the right strategy and the right supporting systems and processes for success. It improves the quality of our leadership, decision-making and problem solving. It has had positive impacts already, in our ability to deliver the best products to customers, with better individual involvement and commitment to our organisations goals. OEP is a powerful and invaluable process for any organisation that is interested in performing at its best.”

**Warren Wilmott, CEO,
7 Eleven Stores**

"COI Group helped us to develop a customised employee opinion survey (EOS) by assisting us to combine and tailor our survey questions, drawing upon their considerable experience in this field to deliver to us a very effective EOS solution. The survey structure and underlying COI software platform has met our needs and has been well received by our employees. The process has enabled us to gain valuable insights into our organisation and as a result, we are able to reach out and address the issues raised in a constructive and focused way."

**Sarah Galbraith
Talent 2**

OEP Client Referral

National Foods Australia

OEP is a very powerful and unique tool that has helped National Foods better understand the issues surrounding employee engagement. Not only does it ask the right questions, but the software itself then makes it easy for leaders at all levels in our organisation to access and analyse their data, discuss it with their teams and develop and implement appropriate improvement actions.

At an organisational level, OEP enables us to track and monitor the progress each team/area is making in addressing their issues, so that we can provide them with support where required, and identify and address blockages so that our improvement process stays on track.

The service and responsiveness of the COI team was first rate, I would highly recommend COI and the OEP process for any organisation looking to identify and resolve their key engagement issues.

Tracey Beckham, Manager - Organisational Capability

“Although our organisation does a regular employee survey, it was not providing me and my executive team the deep insights that I was looking for.

OEP’s survey was able to do this. I also liked the fact that OEP provided a set of tools and action planning software that all of my leaders could use with their team’s to reach out and engage with them to drive improvement. OEP is unique in providing a total employee survey solution from the survey itself and data collection through to team based reports, team action planning software and the tracking and monitoring software to keep the process on track. After several years trying to use our existing survey process to help improve our performance, OEP has provided the solution I need, making a powerful contribution in improving our performance from my Executive team to our most junior employee.

A powerful, successful, end-to-end employee survey solution.”

Gerry Sutton
CIO Sensis

“This is to advise that we recently worked with the COI Group in facilitating an Employee Satisfaction Survey and subsequent workshops.

We found the COI Group to be very professional to deal with and we found their tools extremely valuable. The feedback we received from our employees regarding Jay Hedley and the COI Group has been very positive.

We are confident that the tools provided by the COI Group will result in improved employee morale and productivity for Newcastle Airport.

Thank you Jay!”

Helen Wild
Manager Corporate Services
Newcastle Airport

“The Nous Group has used COI’s Organisational Effectiveness Profile (OEP) tool with a number of clients, as a way to better understand the key issues that may be affecting an organisation’s ability to successfully implement its strategy. In doing so we have been very pleased with both the usefulness of the OEP tool, and the support that we have received from COI.

The OEP tool provides us with a convenient and cost-effective way of identifying the key organisational capability issues that our clients may be experiencing. The tool is simple to set up and administer, and the information that it provides is clear and understandable. Clients react

well to the graphical output of the tool, which provides stakeholders with the right balance of summary and detailed information to support an informed discussion of the key issues for action.

In addition, COI have provided generous support that has enabled us to provide a flexible and seamless product to our clients. COI have responded well to our tough demands and rapid timeframes, and are always available for advice or guidance as required.”

Michael Robertson
Senior Consultant
Nous Group

“I want to share with you our appreciation for both the innovative tools provided by COI and the quality of services surrounding them. Please pass on to your people our sincere thanks and appreciation for their talent and commitment to the highest standards of customer service and support.

As you know, we recently completed another Organisational Effectiveness Profile (OEP) for a significant client here in Sydney. We applied OEP in assisting us diagnose the readiness of the organisation to respond to substantial further change and to advise senior executives and managers on how to address areas of ineffectiveness and poor levels of team readiness. We deeply value and appreciate your assistance and guidance with planning and preparing to deploy the OEP tools and process. COI’s ability to execute and support the OEP process in an effective and timely manner was a key factor in determining our success with our client. In particular, COI’s prompt response when we experienced a couple of technical challenges was outstanding.

COI’s people have consistently demonstrated to us the highest level of customer service, particularly so when recognising our typical engagement is ‘virtual’ rather than face-to-face.

Should your other clients require further information about our experiences, I would be delighted to speak with them.”

Warmest regards

Brad Rilatt
Managing Director
Org Design

“I take this opportunity to thank you and your support team at COI Group for providing excellent service and support during our recent use of the Team Effectiveness Profile (TEP).

As you know, we chose TEP to assist us identify potential challenges and issues following an organisational restructure that included my area in Group Operational Risk in early 2008. Whilst our organisation continues to successfully use the Gallup survey to benchmark culture, we had a

requirement for something more substantive to allow us to better understand, articulate and resolve any underlying issues or areas for improvement as indicated by Gallup. TEP delivered superior value in this regard.

Strong staff engagement was critical in the process to enable us to explore the issues associated with Strategy, Culture, Systems and Process across our teams. Our aim was to create a culture of empowerment and accountability.

Feedback from the team members has been that the TEP process is engaging and the tool provides an intuitive interface, which promptly facilitates meaningful responses to questions across the areas of interest to us. The subsequent reporting was not only immediate, but provided fantastic insights into areas requiring attention. The structure and discipline within the TEP system provides for the analysis of the underpinning drivers of the issues and associated action planning to resolve. It is this, and the immediacy of the outcomes being available for review and use, which provide considerable advantage and underpins momentum. Further, I would add that through the use of the TEP we have been able to have an immediate positive impact on the culture of the teams involved.

Jay, again my appreciation for your support in providing the right tool at the right time for our group. I look forward to our continued association and achieving further benefits from using TEP within the workplace.”

Mark Sheldon
Senior Executive Manager
Group Operational Risk
Commonwealth Bank of Australia

“OEP is a very powerful and unique approach to employee opinion survey. Not only does it ask the right questions, but its software then makes it easy for leaders at all levels in our organisation to access and analyse their data, discuss it with their teams and develop and implement appropriate improvement actions. At an organisational level, OEP enables us to track and monitor the progress each team/area is making in addressing their issues so that we can provide them with support where required and identify and address blockages so that our improvement process stays on track. This end-to-end solution is unique to OEP and is why OEP is the employee opinion survey approach of choice – it actually does enable us to deliver real change. In the past other surveys have simply provided us with the information with no back end process for our people to use to actually drive change. OEP software provides us with an easy to use set of software tools to guide us from results to action.”

Kind regards

Peter Jones Manager,
Human Resources
Sydney Airport Corporation Limited