

***“There is a buzz in the shop that was not there before!”***

“Although we have a good team, our performance has been limited by some deficiencies in our systems and procedures, and some misunderstanding as to the roles of some team positions. We were aware of the problems but unsure of **how** to fix them.

Our Adviser worked closely with us on a Staff Value Program, defining each role in the organisation, then met with our team to get their input into what the system problems were. Each person received an individual booklet defining the expectations of their role, and a criteria for the new incentive package.

**Everyone now knows what is expected from them, and they are focused on achieving it.**

We have already seen marked improvements: particularly in areas of morale, commitment, systems, fewer mistakes and a reduction in rework. There has also been the ability to formally clarify the career expectations of the team members so that they can be matched to the opportunities within the business.

A key benefit was that the Adviser handled the entire process, from concept to implementation. Without this turn-key approach, the program is unlikely to have been implemented as well, if at all.”

***“I would strongly recommend the Staff Value Program to businesses who want to lift the performance of their team, and reward results that improve the profit and value of the business.”***

***- Workwear & safety equipment provider***

***\*Names/references have been removed for privacy reasons.***