

Company	Focus
Regional Transport Provider	Linking Employee Engagement to Key Business Metrics

Impact of improved engagement levels on business performance

Business aim

- A transport provider wanted to radically step up performance across its whole network and understand how to maximise its key resource, its staff



Key steps

- Interviews with 12,000 staff
- Actionable reports to a team level identifying development areas with the best potential to improve employee engagement



Business outcome...

- Actions from the survey have led to improved employee engagement and satisfaction levels, higher staff retention and lower absenteeism
- In terms of business performance, the company has seen tangible benefits including:
 - Higher customer satisfaction and lower complaints about drivers
 - Lower lost mileage
 - Higher profit (e.g. one town saw profit increase three-fold in last two years)