# Protech NPS Survey

November 2018

At Protech, our quality service standards are maintained by conducting client feedback research every six months to ensure our clients are satisfied with the service we are providing. At Protech, we use the Net Promoter Score system (NPS) which serves as an alternative to traditional customer satisfaction research. The NPS system allows for continuous improvement in all of our workings at Protech, and we have been able to implement systems and improve results as soon as feedback is obtained.

The results from our recent survey have been outstanding, with our NPS score increasing from 28, achieved in May 2018, to 42.

Protech NPS

November 2018
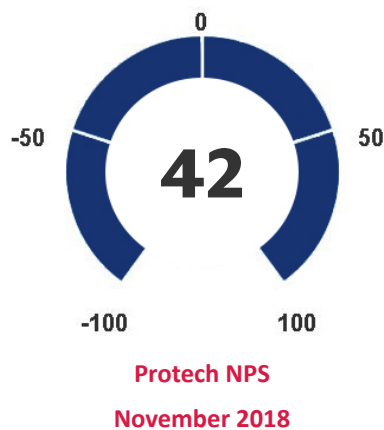
Our Key Learnings

There are a number of key learnings and items which are currently being addressed following the NPS Survey completion.

Our key drivers for satisfaction
Communication with our Account Managers
Commitment to Safety
Communication with Employees

Our key drivers for improvement
Candidate Quality
Communication with Employees
Commitment to Safety

Initiatives we are taking to enhance our strengths and improve our weaknesses
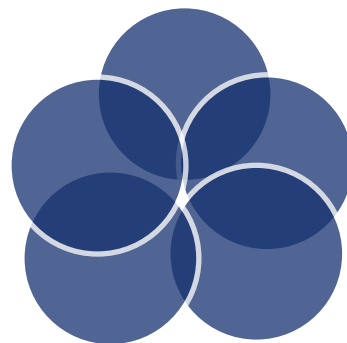
Online Timesheeting
If you are interested in Online Timesheeting, please contact your Account Manager.

Safety
Introducing a new Neutrotec Trial and the Employment of new National Safety Systems & RAW Manager.

Client Communication
Ensuring clients are contacted on a regular basis.

Candidate Quality
Our recent Employee Forum in will continue to be held in locations across Australia, permanent employment project, improving our value proposition

Employee Communication
Ensuring all employees are contacted on a regular basis.

Further meetings and tool box talks have been organised with clients who have availability or have requested further correspondence. The team at Protech hope that these increased communication will ensure we continue to grow. If you would like to know more about any of our findings, or if you would like any further information regarding our initiatives outlined above, please contact your local Account Manager.