

NPS FINDINGS

DATE:
FEBRUARY 2021

PREPARED BY:
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RESULTS

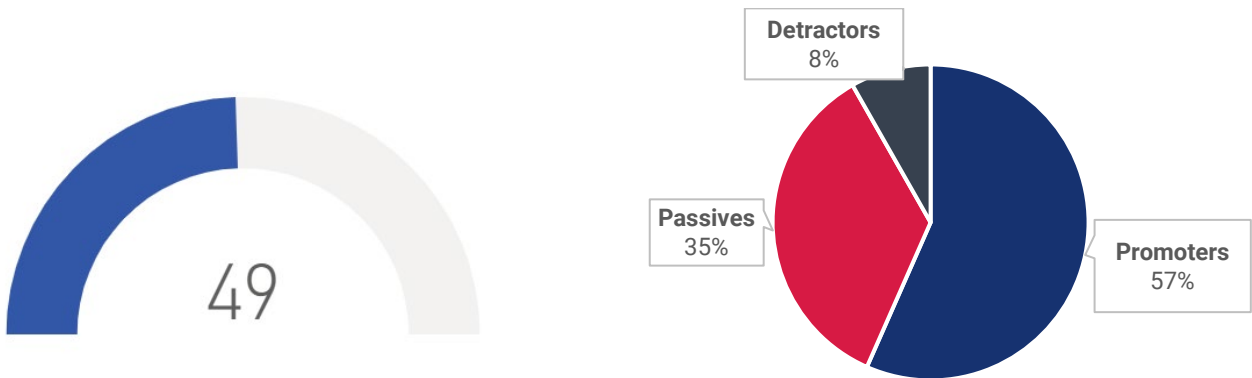
INTRODUCTION

As per previous surveys, clients were asked two questions:

- > How likely would you be to recommend Protech to a friend or colleague?
- > Do you have any comments you would like to make? We read all comments and appreciate your feedback.

A total of 3,209 individuals were invited to participate in the survey. We received a total of 401 responses, a 70% increase in responses than the previous period in July 2020.

RESULTS



Comments

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)
The candidate was not suitable or competent for the tasks required.	My dealings with Protech have been very good. Responses have been timely in most cases.	Good on getting the person you need, and what you need them for.
Quality of labour supplied has been poor.	Protech source good people and make it easy to employ and manage them.	Staff are prompt and efficient at dealing with minor issues that arise.
Protech has struggled to date to supply the labour required for our project.	You're only as good as the quality of workers in the area.	Protech is great with safety of its members and is good to get along with.

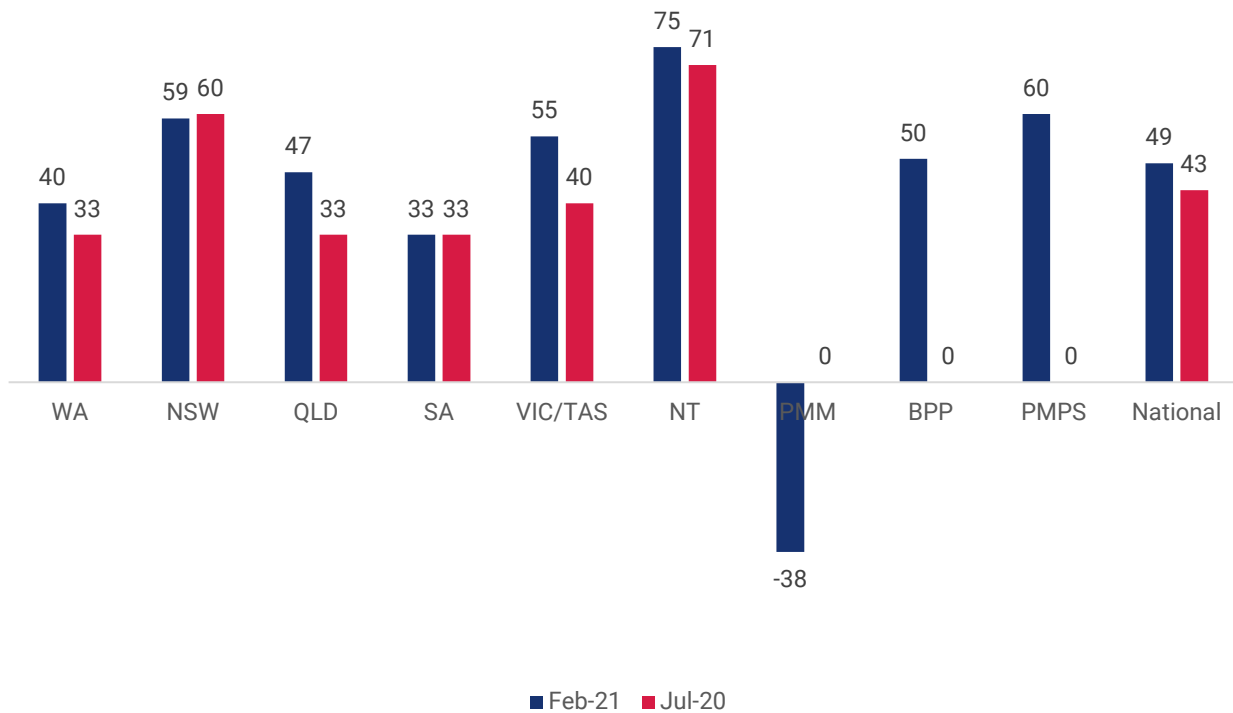
PRIMARY DRIVERS

The feedback has given us further indications of the issues clients have with our current service, and the follow up conversations with these clients have provided an in-depth look into where we are falling short. The number of comments made on the primary drivers of satisfaction and improvement are shown below.

PRIMARY DRIVERS OF SATISFACTION		PRIMARY DRIVERS OF IMPROVEMENT	
Quality of Protech internal team	74	Quality of People Provided	16
Providing Quality People	21	PPE Supply to Field Employees	3
Offering flexible solutions	4	Communication with Protech Account Manager	3

CNPS BY STATE

The scores for the July 2020 cNPS were not tracked for PMM, BPP, PMPS as they were included in the other segments when using the previous software (i.e. CustomerGauge). As such, they are displayed below as 0.



PREVIOUS CNPS SURVEYS

	FEB 2021	JUL 2020	OCT 2019	APR 2019	MAY 2018	OCT 2018
cNPS Result	49	43	35	37	28	42
Number of Emails Sent	3,209	1,741	3,226	1,430		
Number of Responses	401	281	417	349		
Response Rate	13%	16%	13%	24%		
Number of Promoters	227 (57%)	143 (51%)	202 (48%)	173 (50%)		
Number of Passives	141 (35%)	115 (41%)	159 (38%)	133 (38%)		
Number of Detractors	33 (8%)	23 (8%)	56 (13%)	43 (12%)		
Number of Comments	149 (37%)	79 (28%)	108 (26%)	103 (30%)		

CONCLUSION

The key learnings from NPS was that the three most important elements that affected the way people scored included:

- quality of field employees and candidates supplied
- quality of dealings and communication with the Protech internal team
- flexible solutions.

Negative comments included the follow common phrases:

- Service level
- Quality of people
- Communication

Positive comments included the follow common phrases:

- Accommodating
- Efficiency
- Good level of service
- Quality
- Professional

QUESTIONS?

IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT TO THE MARKETING TEAM

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