

# NPS FINDINGS

DATE:  
JULY 2020

PREPARED BY:  
MARKETING TEAM | [MARKETING@PROTECH.COM.AU](mailto:MARKETING@PROTECH.COM.AU)



# RESULTS

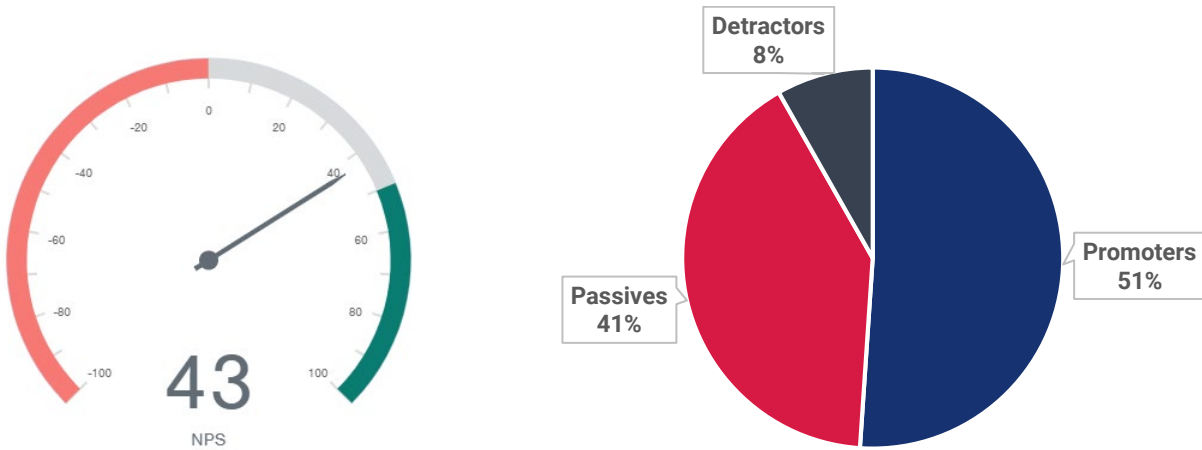
## INTRODUCTION

As per previous surveys, clients were asked two questions:

- How likely would you be to recommend Protech to a friend or colleague?
- Please let us know which area should have the highest priority to improve.

A total of 1,741 individuals were invited to participate in the survey. We received a total of 280 responses, 32% less responses than the previous period in October 2019.

## RESULTS



### Comments

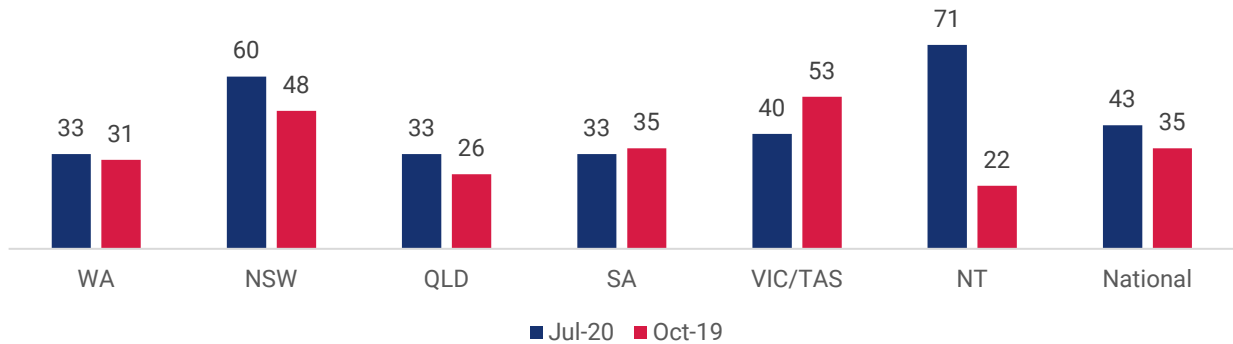
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)
Uniforms provided to your employees	Proportion of female applicants that you provide for engineering roles is low, even compared to female participation in the industry	I have always found Protech professional in their approach and always wanting to 'go the extra mile' for their clients
All the above were good, except the quality of tradesman provided, unfortunately didn't turn out as well as his CV presented	Quality of staff is sometimes an issue	Happy with the service we are provided in a competitive market
Fitness test is too full on	Happy with service and candidates provided	Great candidates and easy to use payroll approval system

**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.

PRIMARY DRIVERS OF SATISFACTION		PRIMARY DRIVERS OF IMPROVEMENT	
Communication with Protech Account Manager	103	Quality of People Provided	45
Communication with Protech employees	77	Communication with Protech employees	19
Providing Quality People	72	Communication with your Protech Account Manager	14

**CNPS BY STATE**



**PREVIOUS CNPS SURVEYS**

	JULY 2020	OCT 2019	APRIL 2019	MAY 2018	OCT 2018
<b>cNPS Result</b>	43	35	37	28	42
<b>Number of Emails Sent</b>	1,741	3,226	1,430		
<b>Number of Responses</b>	281	417	349		
<b>Response Rate</b>	16%	13%	24%		
<b>Number of Promoters</b>	143 (51%)	202 (48%)	173 (50%)		
<b>Number of Passives</b>	115 (41%)	159 (38%)	133 (38%)		
<b>Number of Detractors</b>	23 (8%)	56 (13%)	43 (12%)		
<b>Number of Comments</b>	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 people and communication with clients and both Protech Account Managers and field employees.

Negative comments included the follow common phrases:

- Point of contact
- Quality of people
- Communication

Positive comments included the follow common phrases:

- Communication
- Consistency
- Reliable
- Commitment to safety
- Quality people
- Professional

# QUESTIONS?

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

E: [MARKETING@PROTECH.COM.AU](mailto:MARKETING@PROTECH.COM.AU)

1800 477 683  
[PROTECH.COM.AU](http://PROTECH.COM.AU)

