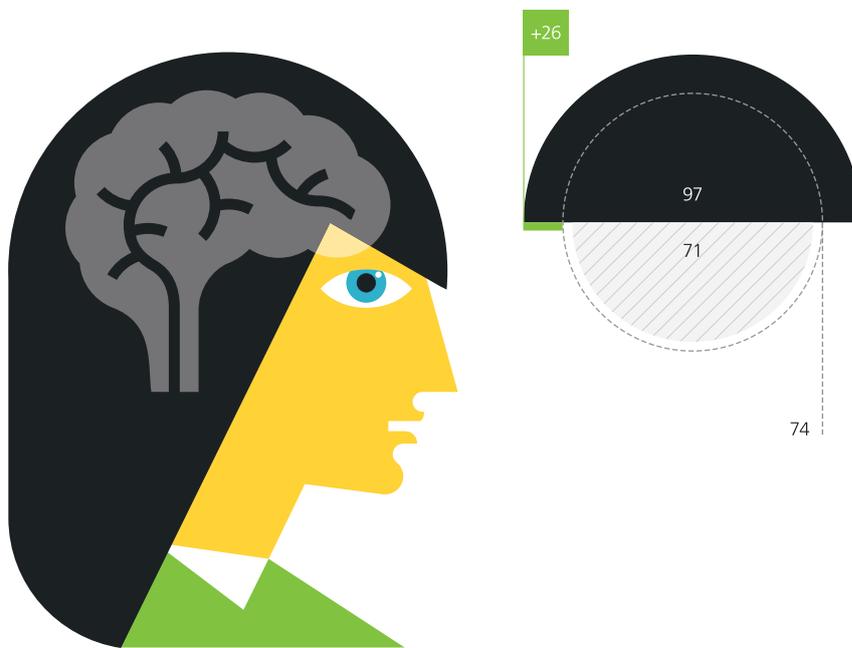


Building success from the inside



Successful, growing companies have one thing in common, they carefully link the engagement and performance of their people to distinctive customer experience delivery, which leads to stronger business results.

These companies embody a set of powerful characteristics that push beyond average performance and have a flourishing culture capable of delivering growth in the face of challenging business conditions.

Times are tough

In the current economic environment, creating a high performance organisation with highly engaged employees is a necessity, not a luxury. Demographic changes and skill shortages make finding the right employees and relevant leadership skills tough – it is therefore ever more vital to retain talent. Younger generations bring changing expectations, ways of working and work-life values; multi-culturalism raises diversity issues, and employees

increasingly use social media to express views about their employers. Listening to front-line people highlights customers' changing expectations of service for every interaction, every day.

Creating value for customers

Knowing it is the behaviour and attitudes of employees that create value for customers, high performance organisations strive to create value for their employees through a motivating and empowering working environment and rich job-satisfaction. People inside these companies have a strong sense of their relevance and contribution and feel the company's mission and values embodied throughout their organisation.

TRI*M HiPO: Four pillars to a high performance organisation



TRI*M High Performance Organisation (HiPO) offers an insight-driven framework to help our clients develop a high performance organisation. It assesses the current state of a business across four key pillars as well as tailored assessment areas. We help our clients focus on higher levels of employee engagement, leadership excellence, strategy and goal-aligned employees as well as organisational capability.

Beyond employee engagement

First, we consider the employees, as they know the organisation best - but we need to move beyond that to understand how the entire business creates value for customers. TRI*M HiPO's comprehensive framework gives a clear picture of a company's strengths, opportunities, and critical challenges. It goes much further than traditional employee research to deliver key insights into organisational development and human resource management. We don't stop with research insights; we prioritise actions to improve performance through a follow-up process that ensures the involvement, engagement, creativity and accountability of employees and managers.

TRI*M HiPO provides meaningful KPI's – for the business as a whole and for critical performance areas. They are easy to understand, communicate and action. They allow for comparison over time and between different areas of the business and precisely inform strategy.

Proven links to growth

Using advanced statistical modelling, we link our metrics to external business measures such as financial, customer or HR KPI's to help companies pinpoint ROI and make the right investments to grow profitably.

The world's leading agency for customer and employee research

TNS is a pioneer in customised employee research with over 20 years experience, in all markets. Our Benchmarking database is built from around 3 million employee interviews all over the world, in a range of industries. TRI*M HiPO can be integrated with our customer experience framework to build profitable and enduring customer relationships by delivering the optimal customer experience.

About TNS

TNS advises clients on specific growth strategies around new market entry, innovation, brand switching and customer and employee relationships, based on long-established expertise and market-leading solutions. With a presence in over 80 countries, TNS has more conversations with the world's consumers than anyone else and understands individual human behaviours and attitudes across every cultural, economic and political region of the world.

TNS is part of Kantar, the data investment management division of WPP and one of the world's largest insight, information and consultancy groups.



For more information please contact employee.engagement@tnsglobal.com or visit www.tnsglobal.com