

## National Manufacturing

### National Manufacturing Productivity Analysis

#### Purpose or Issue Addressed

Case Study: Impact of Profile XT on Productivity in the Finisher position

Department: Finishing

Assessment: Profile XT

Employees: 45

#### Baseline Prior to using Profile XT

Defects: 20%

Scrap: 10%

Employees needed to staff department: 50

#### Course of Action

- In June 2003, National Manufacturing assessed top performers in the Finisher position with the Profile XT and used those results to create a peak performance Job Match Pattern. Subsequently, all individuals hired for the Finisher position were assessed with the Profile XT and measured against this peak performance Job Match Pattern.

#### Results

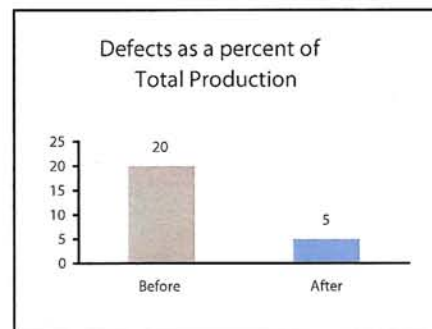
- From the period 6/1/2003-6/1/2004, the following changes were seen in the production of the Finishing department:
- Defects: 75% decrease from 20% of total production to 5% of total production
- Scrap: 90% decrease from 10% of total product to 1% of total product
- Because of production efficiencies, number of people needed to staff department has decreased from 50-45 resulting in a 10% decrease in workforce

#### Benefits

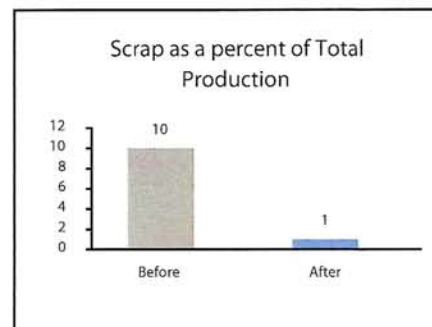
- By using the Profile XT to hire and coach all new individuals in the Finishing position, National Manufacturing shows a substantial decrease in defects and scrap resulting in a savings to the company of \$357,000.
- Based on the average salary in the Finishing position of \$25,000, National Manufacturing has also seen a savings of \$137,500 in salary and benefits.



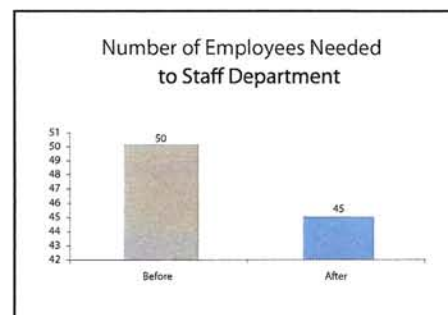
Decrease in Turnover Percentage



Decrease in Defects



Decrease in Scrap



## National Pharmaceutical

### National Pharmaceutical Sales Analysis

#### Purpose or Issue Addressed

Case Study: Impact of Profile XT on Sales Production  
 Department: Western Region  
 Assessment: Profile XT  
 Employees: 100

#### Baseline Prior to using Profile XT

Total Sales: \$750,000  
 Average Percent to Quota: 90%  
 Average Gross Margin: 35%  
 Average Repeat Sales: \$600,000

#### Course of Action

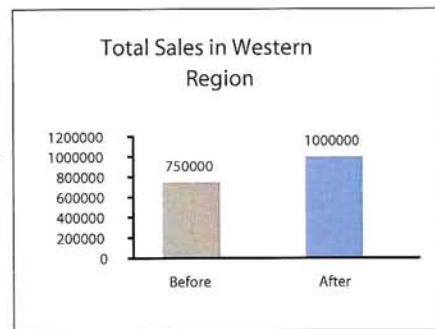
- In January 2004 each Senior Sales Rep in the Western Region was given the Profile XT assessment. Top Performer scores were then used to build a Senior Sales Representative Job Match Pattern. The Job Match Pattern was utilized to coach and train all existing Senior Sales Reps as well as hire all subsequent Senior Sales Reps for the Western Region.

#### Results

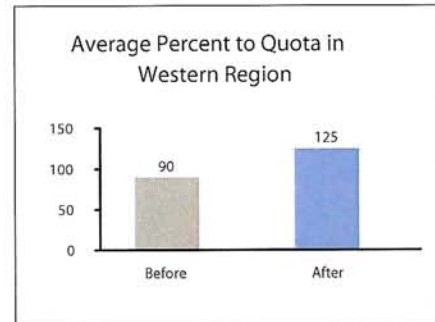
- Analysis showed the following:
- In the period from 1/1/03 – 1/1/04, the Western Zone showed the following increases while all other zones stayed the same or had very small increases.
- Total Sales: 33% increase from \$750,000 - \$1,000,000 (graph A)**
- Average Percent to Quota: 38.89% increase from 90% to 125% (graph B)**
- Average Gross Margin: 42.86% increase from 35% to 50% (graph C)**
- Repeat Sales: 16.67% increase from \$600,000 to \$700,000 (graph D)**

#### Benefits

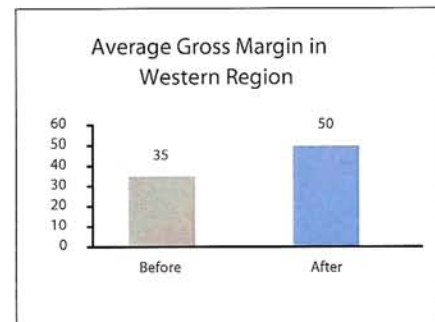
- By using the Profile XT to review personality traits, coach, and hire their Senior Sales Representatives, National Pharmaceutical shows a drastic increase in total sales, average percent to quota, and average gross margin. The benefits that National will reap from these increases are numerous but include increased market share, higher rates of client retention, and more effective use of training dollars. **These increases also result in a \$237,500 increase to the bottom line.**



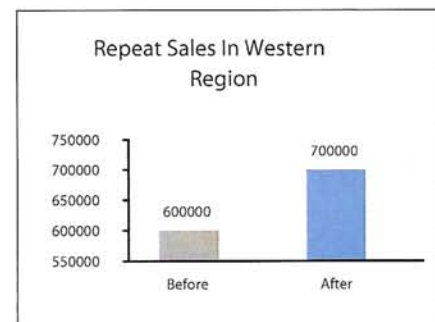
Increase in Total Sales (graph A)



Increase in average % to quota for Western Region (graph B)



Increase in Gross Margin (graph C)



Increase in Repeat Sales (graph D)

# National Business Services Corporation

## Turnover Analysis\*

Case Study: Profile XT  
 Industry: Printing  
 Department: Southwest Customer Care  
 Assessment: Profile XT  
 Locations: 1  
 Employees: 200  
 Study Size: 120 (hires assessed with PXT)

### Baseline Prior to Study:

- Overall turnover: 50%
- Overall annual turnover cost: \$1,570,002.80

### Course of Action

- Beginning in June 2003, all potential customer care call center representatives were assessed on the Profile XT assessment.
- At the end of 2003, an analysis was done to determine effect of candidates' percentage match to the job match pattern on turnover.

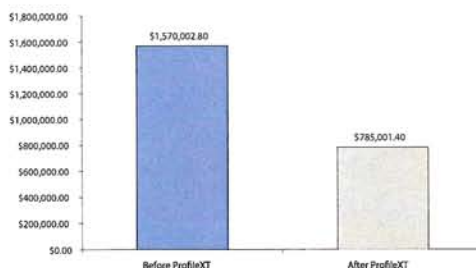
### Results

- Analysis showed a 23% turnover rate in the candidates who were assessed.
- Non terminated Customer Care Reps show an average 80% match to the job pattern.

### Benefits

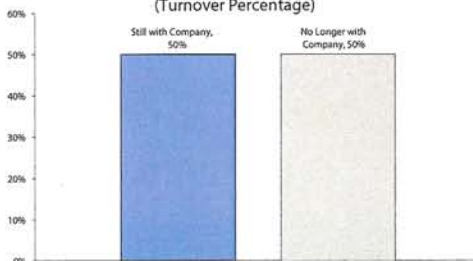
- By including the Profile XT results in the hiring process this location shows a reduction in turnover of 54%.
- Cost of turnover was reduced from \$942,002 to \$433,321.
- This is a cost saving of \$508,681.

Annual Cost of Turnover



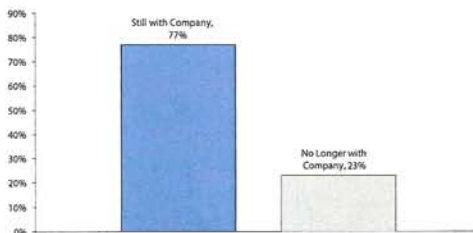
Before implementation of the Profile XT assessment, estimated cost of turnover was more than twice the current figure.

Before Profile XT  
(Turnover Percentage)



Before implementation of the Profile XT, turnover percentage in the Customer Care Call Center Representative position was 50%.

After Profile XT  
(Turnover Percentage)



Six months after the implementation of the Profile XT assessment for use in selecting Customer Care Call Center Representatives, turnover percentage in that position is now 23%.

\*Turnover rates and cost for this report were provided by National Business Services Corporation.