

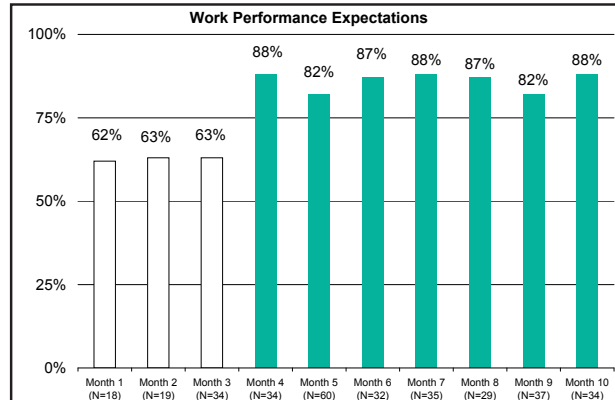
Talent Plus describes talent as a person's capacity to achieve near-perfect performance. Our research shows that selection based on talent results in better, happier workers, which means lower turnover, greater productivity and a healthier bottom line. When employees are cast in the right roles, it enhances job satisfaction and helps the best performers become even better – building a Talent-Based Organization<sup>SM</sup> (TBO<sup>SM</sup>).

### NEW HIRES' QUALITY IMPROVEMENT SURVEY

A health care client studied earlier responses to their internal Quality Improvement Survey against responses to those same questions after they began using Talent Plus' Quality Selection Process<sup>®</sup> (QSP<sup>®</sup>). Some of the questions posed were:

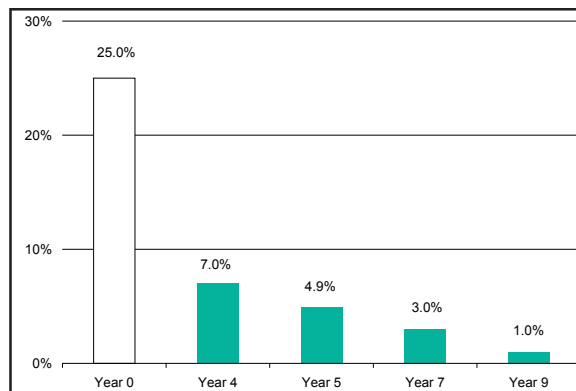
- Does the individual often go beyond job duties to complete assignments?
- Does the individual take ownership for their work and have no reservations about staying late in order to meet deadlines?
- Does the individual continuously look for ways to increase knowledge and improve performance?

This client found that scores previously well below the 65 percent mark rose as high as 88 percent in just six months.



### DECREASED CUSTOMER COMPLAINTS

Talent Plus has shown that exceptional employee performance leads to improved customer service. Through the utilization of Talent Plus' QSP, a hospitality client saw a dramatic decrease in customer complaints. This client's outstanding employee performance numbers show how Talent Plus interviews select an employee based on past behaviors, thoughts and feelings, revealing the employee's intrinsic desire to satisfy customers.



Client companies find that employee satisfaction and performance are consistently higher across all measurements when associates are selected through Talent Plus' QSP.