

VOICE OF CUSTOMER SURVEY

Have you taken the pulse of your mobility program lately?

Does your global mobility program support your company's current business needs?

- Is your program structured to capture total mobility spend?
- Do you know how your mobility program is administered around the globe – and is it consistent?
- Does your company have an effective process in place for tracking exceptions?
- Do you know if assignment objectives are clearly understood by your transferring employees?
- Has your company experienced failed assignments or a negative return on investment?

HR and mobility professionals struggle with concerns like these every day. When they begin to re-design their program and policies, they think they know what needs to be changed. However, only when they begin to take a holistic approach to reviewing their programs and soliciting feedback can they really be sure that program redesign will deliver the results they need.

Why Cartus Consulting Solutions?

A Cartus Voice of Customer survey can help mobility managers to determine whether the perceived strengths and weaknesses of mobility programs are accurate. It can identify the root causes of issues with recruitment, service, and retention, and help with challenges, such as policies that have not kept up with the changing employee and mobility demographics. In short, companies find it an effective and efficient tool for gathering feedback, metrics, and data, and supporting informed decisions to reengineer your entire mobility program.

The Cartus Approach

A Voice of Customer survey is a powerful Six Sigma tool used to capture and analyze customers' needs to help drive change and action.

Cartus' Voice of Customer Surveys generate results through:

Scope. Survey participants may include current transferees, current and repatriated assignees, spouses/partners, local/regional mobility administrators, suppliers, HR, sending and receiving managers, and other key stakeholders within the organization.

Methodology. The survey can be disseminated in a variety of formats, ranging from Web-based surveys, and one-on-one live/telephone interviews to focus groups. Each survey is customized to meet the needs of the participating audience. All of the survey responses are confidential.

Analysis. Cartus Consulting Solutions compiles and analyzes responses and provides overall results with recommendations.

Our clients use Voice of Customer surveys as valuable 360-degree assessments and gap analyses to develop and implement changes to their programs and policies.



For more information on how Cartus Consulting Solutions can support you, email us at consultingsolutions@cartus.com

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