

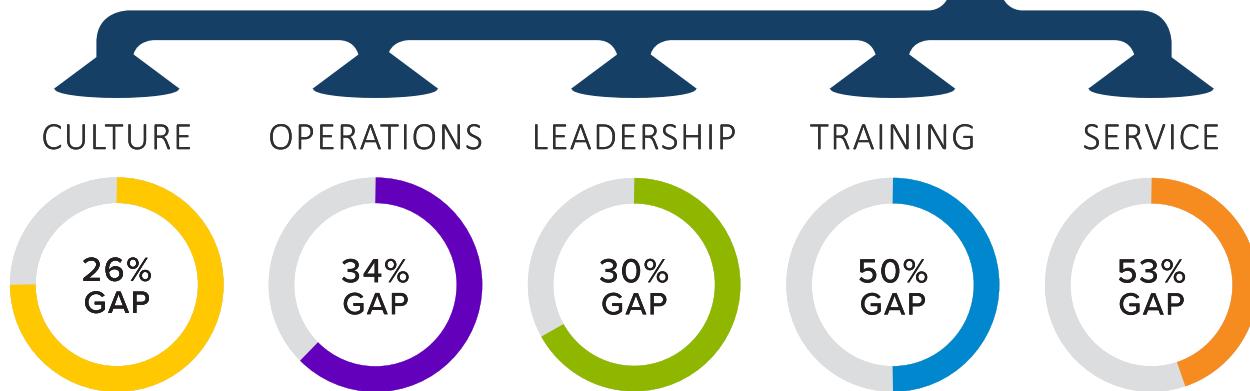


The Performance Gap Indicator

PGI Report Analysis Overview

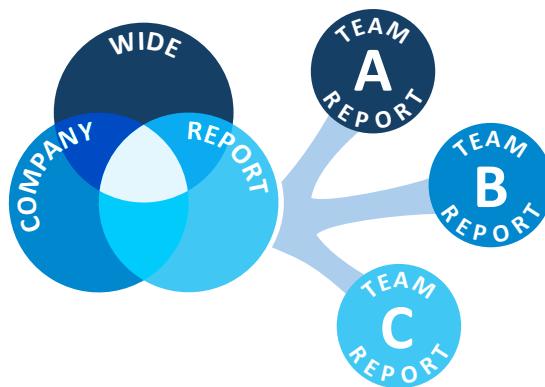
The Performance Gap Indicator (PGI) is the only company-wide assessment available on the Assessments 24x7 Platform.

PGI combines anonymous individual employee responses from a 45 question survey and analyzes the results across 5 core performance areas called Non-Financial Key Performance Indicators (NF-KPIs).



Each credit purchased equals one participant response. Responses are compiled into one client group-report for overall company-wide performance data.

Leverage multiple assessment links to collect and organize responses by team, location, or department to provide comparative sub-reports. The number of company-wide and sub-reports is limitless!



The PGI features 2 available reporting options.

- PGI Diagnostic - the quintessential foot-in-the-door assessment to identify and measure company-wide performance gaps
- PGI Pulse* - the follow up assessment to quantify performance improvement, confirm ROI, and implement regular interval reporting



*Additional Pulse reporting features coming soon!



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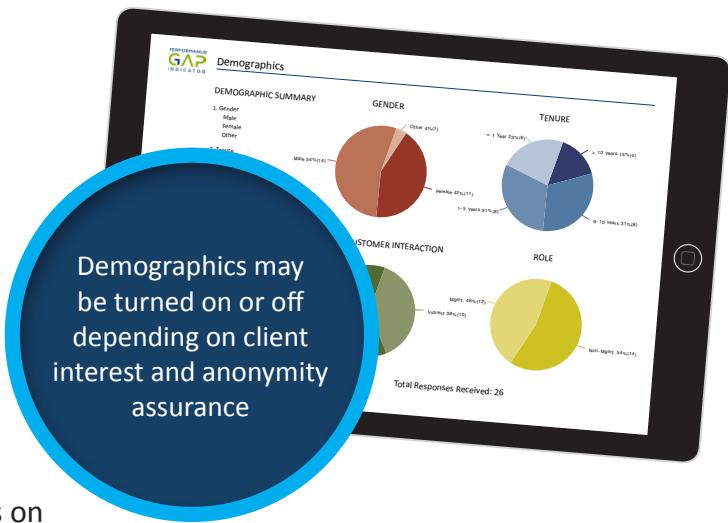
Each of the 45 questions in the PGI survey corresponds to one of the 5 NF-KPIs. Questions are also divided into one of the following scales.

- True Scale - how true is each statement to the organization
- Important Scale - how important is each statement to the organization
- Effective Scale - how effective is the organization at each statement



PGI also collects several optional demographic variables for greater data analysis.

- Gender - Male, Female, or Other
- Tenure - Less than 1 Year, 1 to 5 Years, 6 to 10 Years, or Greater than 10 Years
- Level of Customer Interaction - Direct or Indirect
- Role - Management or Non-Management



The PGI report features several different data analysis on company-wide performance.

- NF-KPI Ideal Responses - combines responses associated with each of the 5 core areas for quick, at-a-glance performance analysis.
- Statement by Statement - details the collective breakdown of responses for each statement, color coded by its corresponding NF-KPI.
- GAP Scores - compares Important Scale responses to matching responses on the Effective Scale. The GAP Score value is the difference between the Effective Scale and the Total Potential (100%).
- Strengths & Concerns - highlights positive (above 80%) and negative (below 50%) statement ideal responses.

