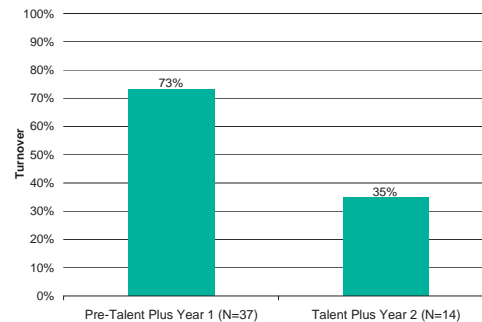


A financial institution experiencing high turnover in their check-processing area used Talent Plus' Quality Selection Process[®] (QSP[®]) to alleviate the issue.

SUPPORT-STAFF TURNOVER

New-hire support staff turnover decreased by 38 percent in a 12-month period with the introduction of QSP.



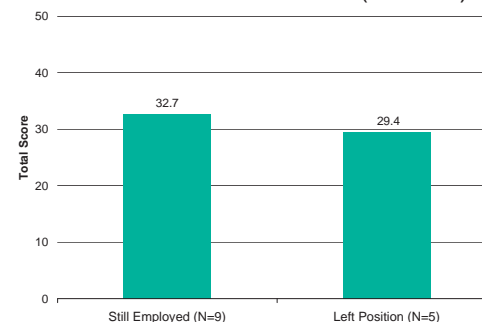
TURNOVER COSTS

Based on a turnover cost estimate of \$10,000 per employee (or an average of six months' salary), a savings of \$220,000 annually in support staff turnover was realized.



INTERVIEW SCORES

Analysis of interview scores resulted in statistically significant differences in the total interview scores between support staff who were employed in their position (retention) and those who had been terminated (turnover).



In working toward a talent-based culture, implementing the QSP and using appropriate interviews and benchmarks, this client company was able to reduce turnover, decrease expenditures and select associates in a talent-based environment.