

# NPS Interview Transcript

**Interview Date:** 25.11.25

**Client:** Felix Roth, Metro AG

**Project:** Consulting

**Score:** 7

## FULL TRANSCRIPT

Unknown Speaker 6:17

Hi, Felix, Hi, how Are you? I'm fine. Thanks.

Interviewer 6:22

Good. Nice to meet you. Thank you for agreeing to take the interview. So we'll jump straight in. First of all, are you okay if I record this so my team can help me write up the notes and then we're deleted.

Unknown Speaker 6:40

No worries. Great,

Interviewer 6:43

fabulous. And so just to introduce myself, I'm the managing partner at Magnus. We've been working with Korn Ferry for the last five years, and they've asked us to run these meetings, so hopefully you guys can speak more freely about the experience that you've had that you've had.

Speaker 1 7:00

For me, it's important that you speak a bit slowly, because my English is okay, but sometimes I have problems.

Interviewer 7:09

Thank you. Okay. I will do that. If we could start Felix by you explaining your role in the organization and the engagement that you had with Korn Ferry.

Speaker 1 7:26

My role is I'm compensation on benefits director at Metro. So I'm responsible for all compensation benefits expats and the Metro group directly responsible for the headquarters and all executives and I, gives the guidelines for all entities of made for worldwide regarding all compound aspects, including old age provisions, etc.

Interviewer 7:52

Okay, and why did you engage Korn Ferry? What was

Speaker 1 7:58

together with Korn Ferry, because of their expertise in job evaluation. So we needed rating system to be honest, and we had to choice one of the big three, and decided occasionally to take Korn Ferry, because in our entities, it was the most appreciated system.

Interviewer 8:29

Did they? Did they pitch for it against the other two? Or was it just a straightforward selection?

Speaker 1 8:37

It was more or less picked against immersive. Immersive, because willis towers Watson was not really competitive, not because the methodology is not nice, or the people, or the was also not more expensive. So it was a kind of decision where we said, okay, from whom are we using market data? So and how many colleagues have already experienced to work with one of these methodologies, and so the majority of my colleagues have already worked with Korn Ferry. And he said, Okay, it's easy, so let's take it

Interviewer 9:30

okay. Makes sense for me. For me, all

Speaker 1 9:32

these three methodologies have advantages and disadvantages. The price levels are comparably terrible, and therefore it's not a decision which so it's just a gut feeling. And how is your personal impression? How can you deal with it in the long term, long

Interviewer 9:57

run, great. And overall, how was your experience

Speaker 1 10:04

this confer a as grading methodology or as a supplier, both? Okay. Grading methodology is fine for me, so it's okay. You can deal with it and not everything is possible to reflect in the methodology. So sometimes you have problems to have wide judgment about Project organizations. It use it for four but so yeah, and also see difficulty we have is that many people have functional leadership roles in comparison with hierarchical data supports, yeah, can be difficult. So there's a methodology with the colleagues of the team with whom we hope I get very well, say, are very responsive, and I don't have feelings that we are not getting, that you cannot trust them. So I have a good working relationship with them.

Interviewer 11:34

Is in terms of the project goals that you set out to achieve, have they been met by Korn Ferry?

Speaker 1 11:45

To be honest, we changed the project goals many times during the project, which made it very, very complicated to Korn Ferry to get up with and to sometimes we plan to have support from them, where we later on decided that we don't want to support. Therefore it was very complicated for Korn Ferry to bring themselves into its project. So we did many things by ourselves, where we initially thought, said, We need support, therefore

Speaker 1 12:30

can not say something bad. It was, it was more. It was more our chaotic project style, we were very randomly on the way, fair enough

Interviewer 12:46

in terms of their service that they gave you. Did they meet your expectations when it came to communicating where they've got to within the project, surfacing any challenges or problems that they may be had

Speaker 1 13:05

no service of finance in market data we receive so it's usable. There are some expect aspects which I miss, very specific. When we look into the market data, I cannot say I don't want to see only companies who pay a bonus in the TTC. So it's difficult sometimes to create the benchmarking group in the way I would like to have them this very specific,

Interviewer 13:55

and is that something that you would expect your lead consultant to have been able to customize for you. Or is it a, I suppose a floor in there, it

Speaker 1 14:08

would be necessary to have it generally included, because, in my opinion, it is definitely, as it says, bonus in or out. The topic is, in my opinion, definitely your point, which makes the bigger difference, not only for our company, it's also for other companies. If you pay a bonus, you want to compare these companies who pay with pay bonus and not to companies like ID, who never pay a bonus, but have extreme higher base salaries, because their salaries go into the base salary, see higher and

then you have a you have a distraction there. So sometimes I'm not happy with this kind of data submission.

Interviewer 15:02

Okay, and in terms of using Korn Ferry, would you consider using them again? Yes, for for different organization, consultancy support, or purely just in this space.

Speaker 1 15:29

You mean, if I change the company, and would have to run, to say, compatible projects in another company, would I choose them?

Interviewer 15:40

Yeah, I

Speaker 1 15:45

think it depends on the company and on the big conditions there, but I wouldn't exclude them.

Interviewer 15:53

Okay, was there anything specifically about Korn Ferry, the brand that may that helps you make your decision to select them in terms of things like their reputation.

Speaker 1 16:12

No, they're all pretty much, I don't care. I don't care much about reputation. So basically, it was a decision because they are used and they are known. So for four comes together with a reputation and spread worldwide. But we have, we are also in Asia, engaged those and our Asian colleagues, they were not so 100% happy about Korn Ferry head because they use EY or Mercer, okay, so, but they have to do it now with Korn Ferry, because one company, one system,

Interviewer 16:50

yeah, absolutely makes it, makes life easier. Is there anything they could have done differently in terms of the experience? That you had.

Speaker 1 17:11

So I would, I would wish to have something like more interactive, and so you have con ferry trainings. So a trainer, once would a side sled make some I could, I could imagine, said, a nice movie and e learning would also be helpful for most of the colleagues. So you say, could be a bit more modern in some aspects. Yeah, that's brilliant. I've also created a grading tool by ourselves, because they don't provide one which is very useful or not too expensive.

Interviewer 17:54

So Okay, thank you. Is there anything else that you think would be useful to share, or any feedback you have on the individuals that you worked with?

Speaker 1 18:14

My contact so can see, and I think she's still a maternity Mrs. Ruhami, don't say I extremely responsive and very up to date on the point.

Interviewer 18:35

Fine, right. Okay, I think then, then that is it, unless there's anything else you think would be useful to share, I don't think I'm thinking, No, well, I really do appreciate you taking the time to go into this with in more detail. Was very helpful, and I will be sure to feed back to them your your feedback. You're welcome, great, lovely to be pleasure. Thank you Good day. Thanks, thank you.