

NPS Interview Transcript

Interview Date: 05.12.25

Client: Dr. Jan Stefan Scheld, Boehringer Ingelheim

Project: Executive Search

Score: 9

FULL TRANSCRIPT

Interviewer 0:57

So they've asked us to conduct these interviews on their behalf, in the hope that you can speak more openly and freely before we jump in. Are you okay? If I record this, it's so my team can help me write up the report. Yes, sure. Great. Thank you. So I'll try not to keep you for the whole half an hour. If you could just start by explaining your role and the relationship that you have with Korn Ferry to date.

Speaker 2 1:59

So I work as the country managing director for Japan for a large pharmaceutical company called Berna engelheim, and we've been working together for the past two years.

Interviewer 2:09

Great and in what, in what capacity Have you worked with him? Has it always been on search, or has it been a broader engagement?

Speaker 2 2:18

It's been multiple individual projects,

Interviewer 2:21

and what made you choose them in the first place?

Speaker 2 2:26

I actually knew the key consultant from a different company, and she moved to Korn Ferry. Great.

Interviewer 2:34

So was it the, the individual relationship that the most important to you over say, you know, brand reputation?

Unknown Speaker 2:43

No, it was the person herself, okay.

Interviewer 2:46

And was there any difference between the experience of working with her at Korn Ferry versus when she was somewhere

Unknown Speaker 2:52

else? No,

Interviewer 2:55

okay. And how was the experience?

Unknown Speaker 3:00
Very good, very professional.

Unknown Speaker 3:03
So that's why they've been keeping to work over two years.

Unknown Speaker 3:07
Great. And in terms of

Interviewer 3:10
delivering quality and quantity candidates, does that? Has that always met your expectations?

Unknown Speaker 3:16
Yes, absolutely right.

Interviewer 3:19
And in terms of speed, speed to higher. How's that experience been?

Unknown Speaker 3:25
Also very good.

Interviewer 3:28
Great. Is there anything that they could have done better?

Unknown Speaker 3:33
No, honestly, not. And

Interviewer 3:37
moving forward, is there anything that you'd like to see more from from her herself, or from the wider team that supports her in terms of embedding the people that you think she finds, or on a broader engagement.

Speaker 2 3:54
No, the only I mean, what would be great at the beginning, we work together with her in a different partner, and always in all meetings, it was the two of them together, and at some point we got the message, look, we have limited capacity, so now we are splitting up and working individually. That still work, but it was not the same great experience as we had at the beginning.

Interviewer 4:18
Did that slow things down at all, or that were just purely a kind of having an extra voice in the room?

Speaker 2 4:25
Yeah, we did. We got different quality of the consultations because obviously the second person was adding a certain perspective and value,

Interviewer 4:35

and in terms of ongoing communication and project management, did you? Did you feel up to date and informed as the project went on? Did you have a weekly check in? Yes, yes. And moving forward, is there anything that you'd like to see more from Korn Ferry as a business? I think

Speaker 2 5:00

it would be smart if they would return to this dual partnership model like in the past. I know it cost them more resource, but that's a differentiating factor versus competition. Any expensive Headhunter is able to provide me with status reports project management, but the differentiating factor was to have two different individuals from two different cultures. So that was the added value, right?

Interviewer 5:28

That's really helpful. Did you use any of their additional solutions to help? So in things like the KF 40 assessment, when making the hiring decisions, we

Speaker 2 5:41

got that for free in some instances, but honestly, I didn't use it. Okay?

Interviewer 5:47

Is that because you didn't see the value, or you didn't, didn't feel like you needed it? I mean,

Speaker 2 5:51

it didn't need that tool, and didn't really help me in my decision making, okay?

Interviewer 5:57

And in terms of, I suppose, end to end the experience. Did the team help you craft the job description and the skills needed, or was that something that you LED on?

Speaker 2 6:09

We did that. I mean, we did the briefing, and then they executed on the request that we sent to them. Okay?

Interviewer 6:16

And then at the end, did they help negotiate? Did they agree the compensation, or again? Was that with your team? Okay? And would you use them again? Yes, great. Would you ever consider using them for broader engagement, beyond search? Obviously, they're organization consultancies, so for things like development or restructuring,

Speaker 2 6:45

no, because that's a different skill set, and that depends on different people. So I would again pitch and see who's best. Great.

Interviewer 6:54

I think that's probably it. There's a very, very efficient feedback. And I do appreciate you taking the time to do this as you're traveling. Thank you so much. Brilliant, nice, lovely to meet you. Have a good evening.

Unknown Speaker 7:06

Thank you. Good evening. Bye, bye.

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