



PRIORITYADVANTAGE™
the smartest way to run a business

Survey Report Redemption Plus 11-2-2009

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PriorityAdvantage™

Executive Summary

Data Gathered: 10-22-2009 – 10-29-2009
Data Compiled: 11-2-2009

Methodology

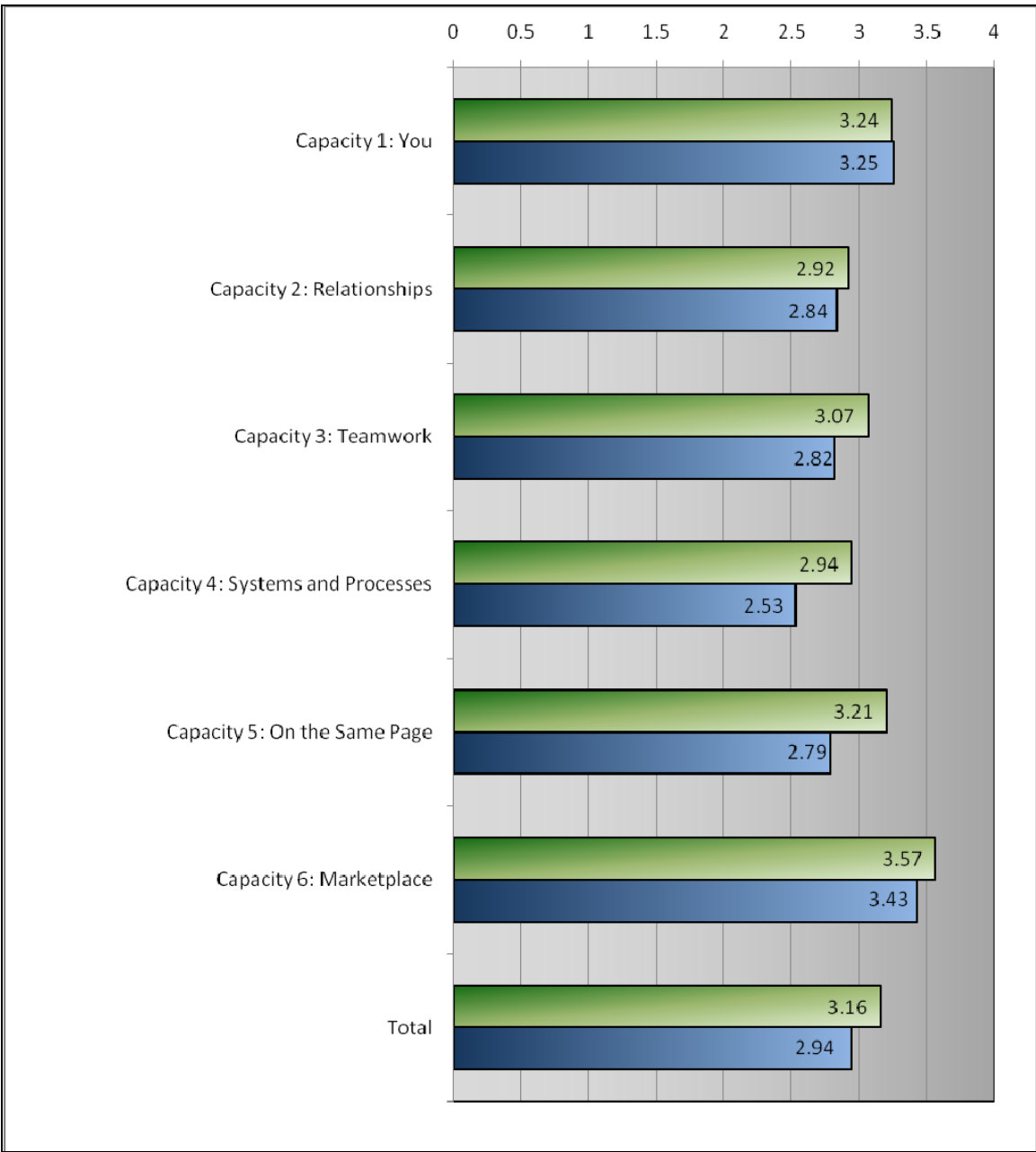
- 37 questions
- 43 completed web surveys in 2009, 38 completed web surveys in 2008

Presentation

- Bar charts showing averages
- Verbatim comments by question

Executive Summary

Summary Chart
Overall Score: 3.16
2009-3.16
2008- 2.94



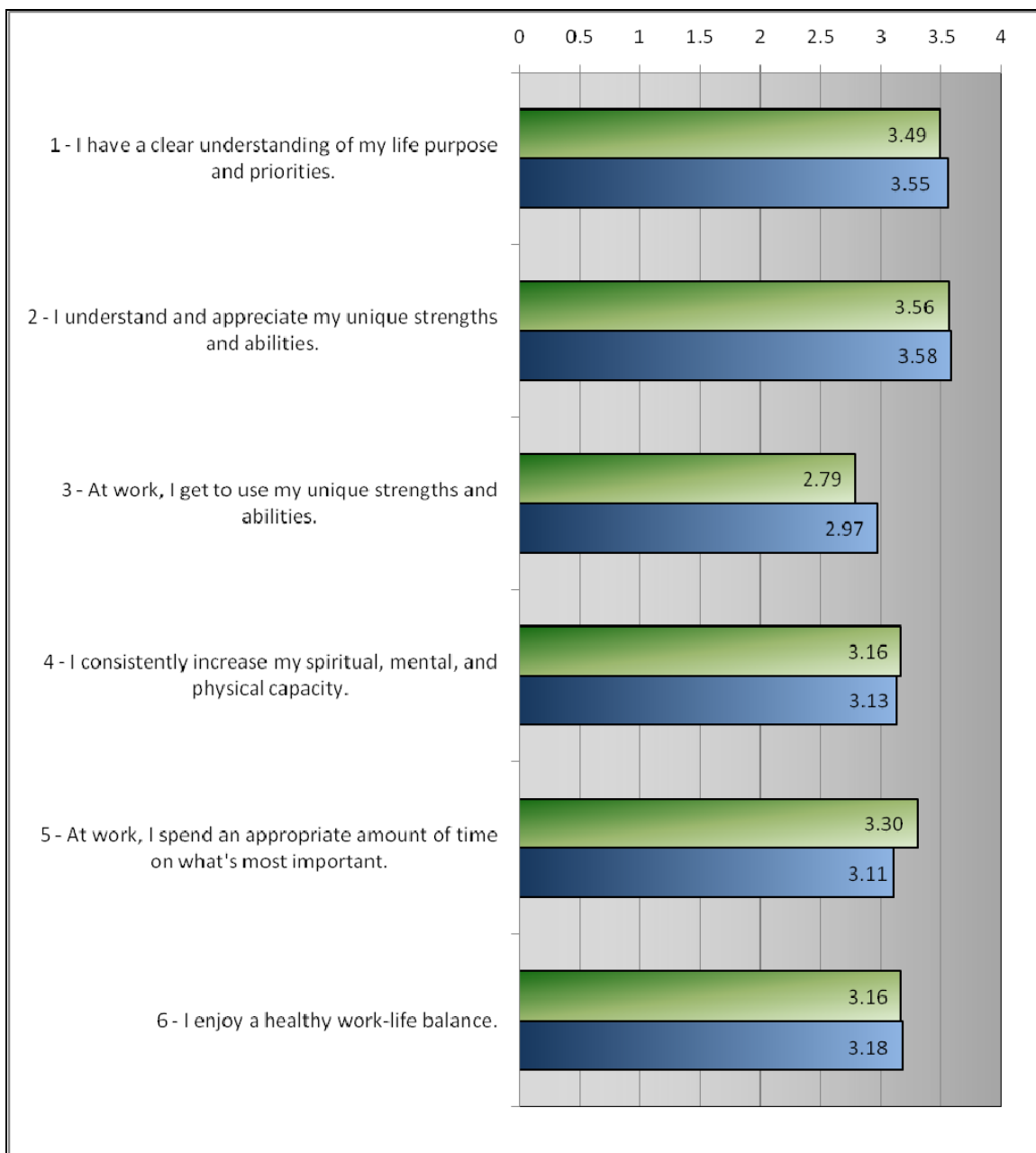
Survey Data Charts

Capacity 1: You

You Score: 3.24

2009-3.24

2008- 3.25



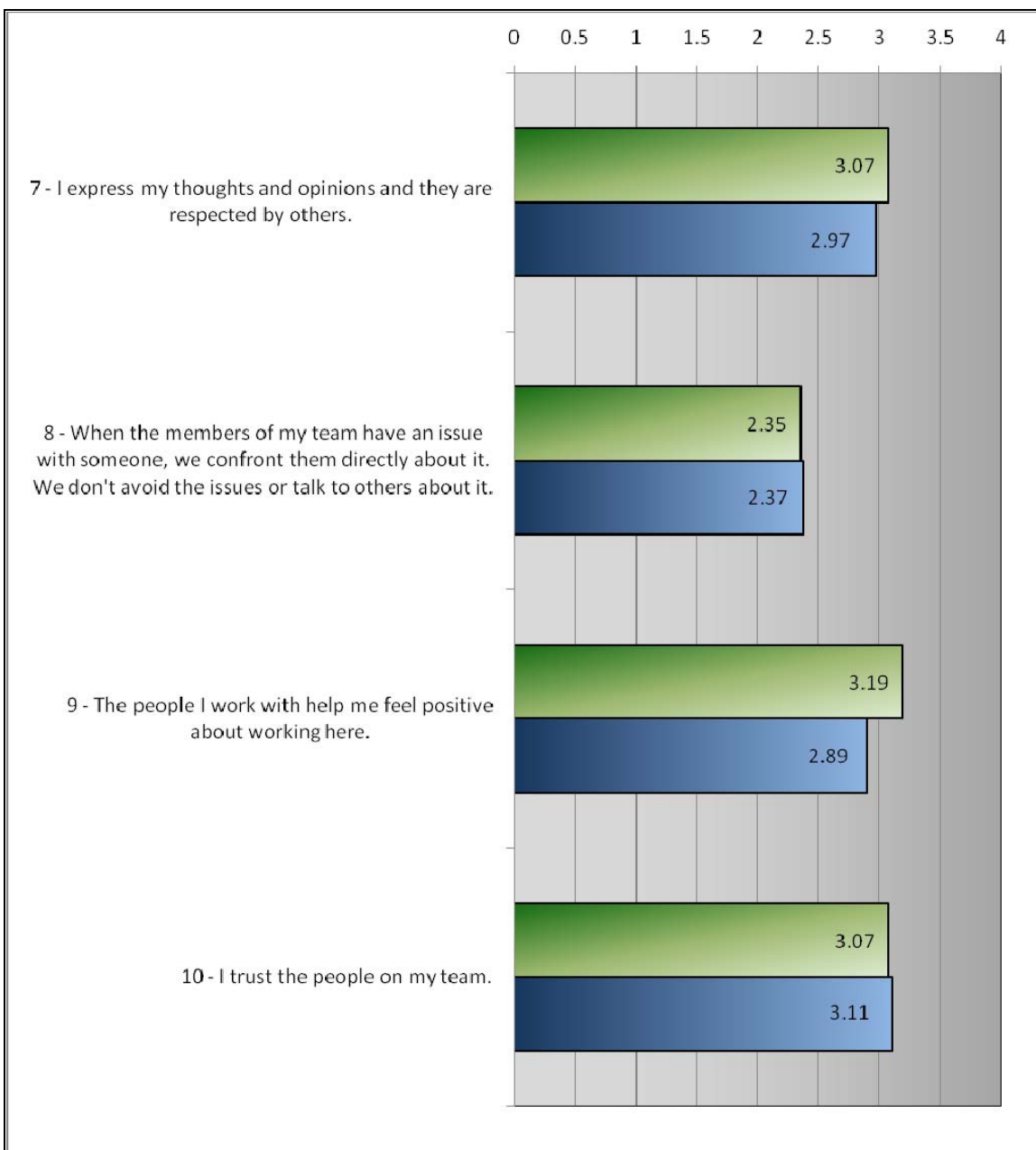
Survey Data Charts

Capacity 2: Relationships

Relationships Score: 2.92

2009-2.92

2008- 2.84



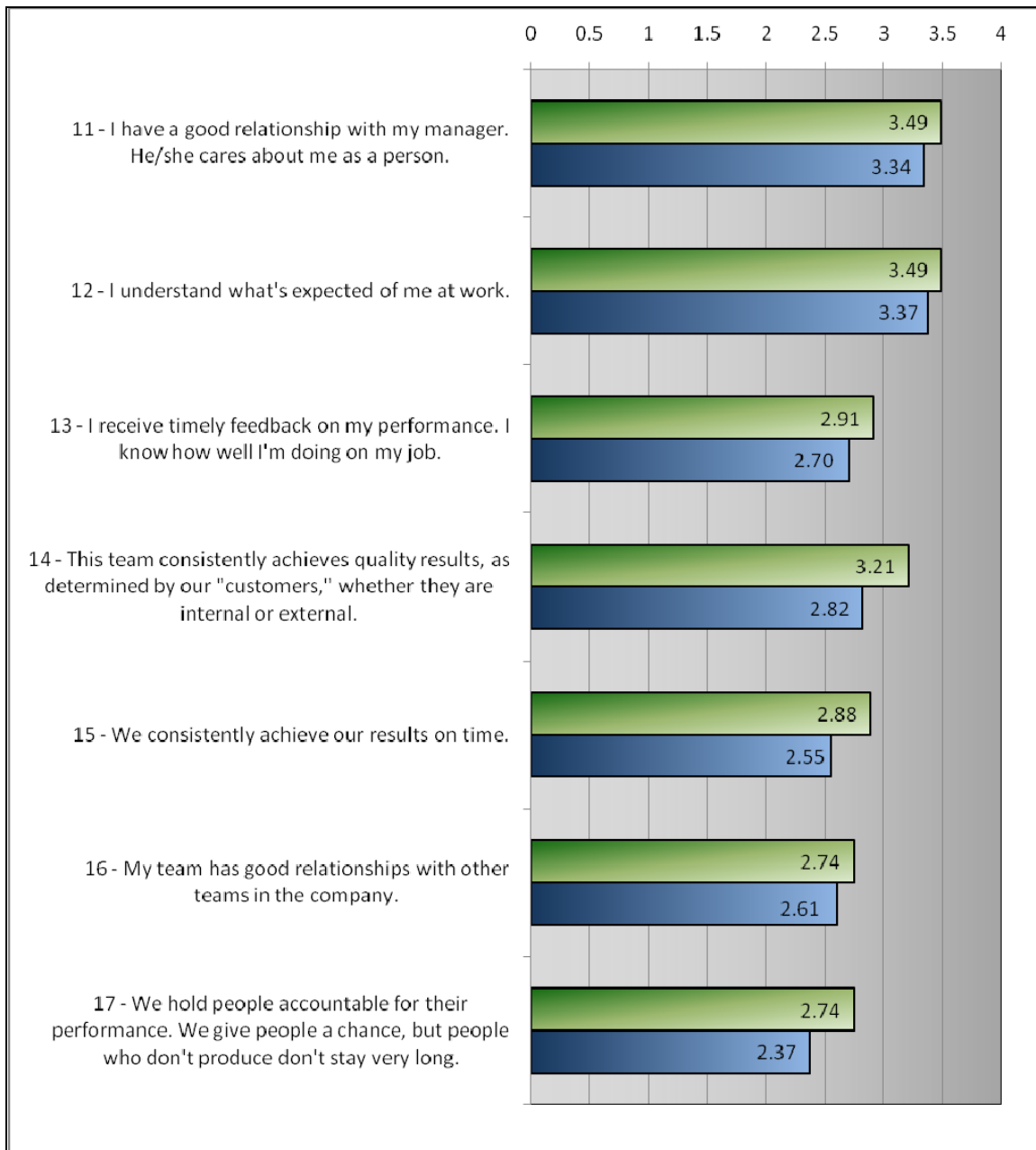
Survey Data Charts

Capacity 3: Teamwork

Teamwork Score: 3.07

2009-3.07

2008- 2.82



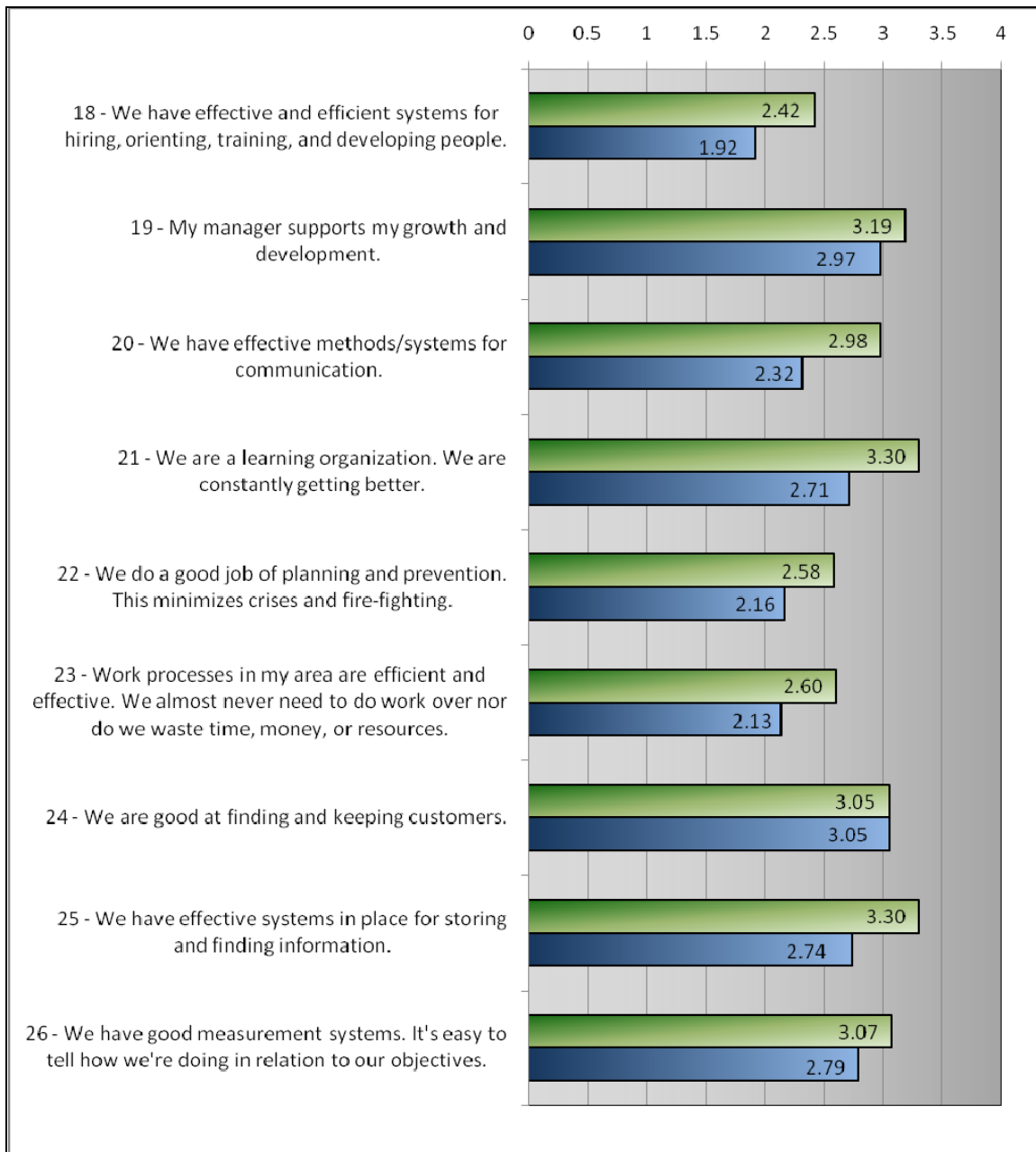
Survey Data Charts

Capacity 4: Systems and Processes

Systems and Processes Score: 2.94

2009-2.94

2008- 2.53



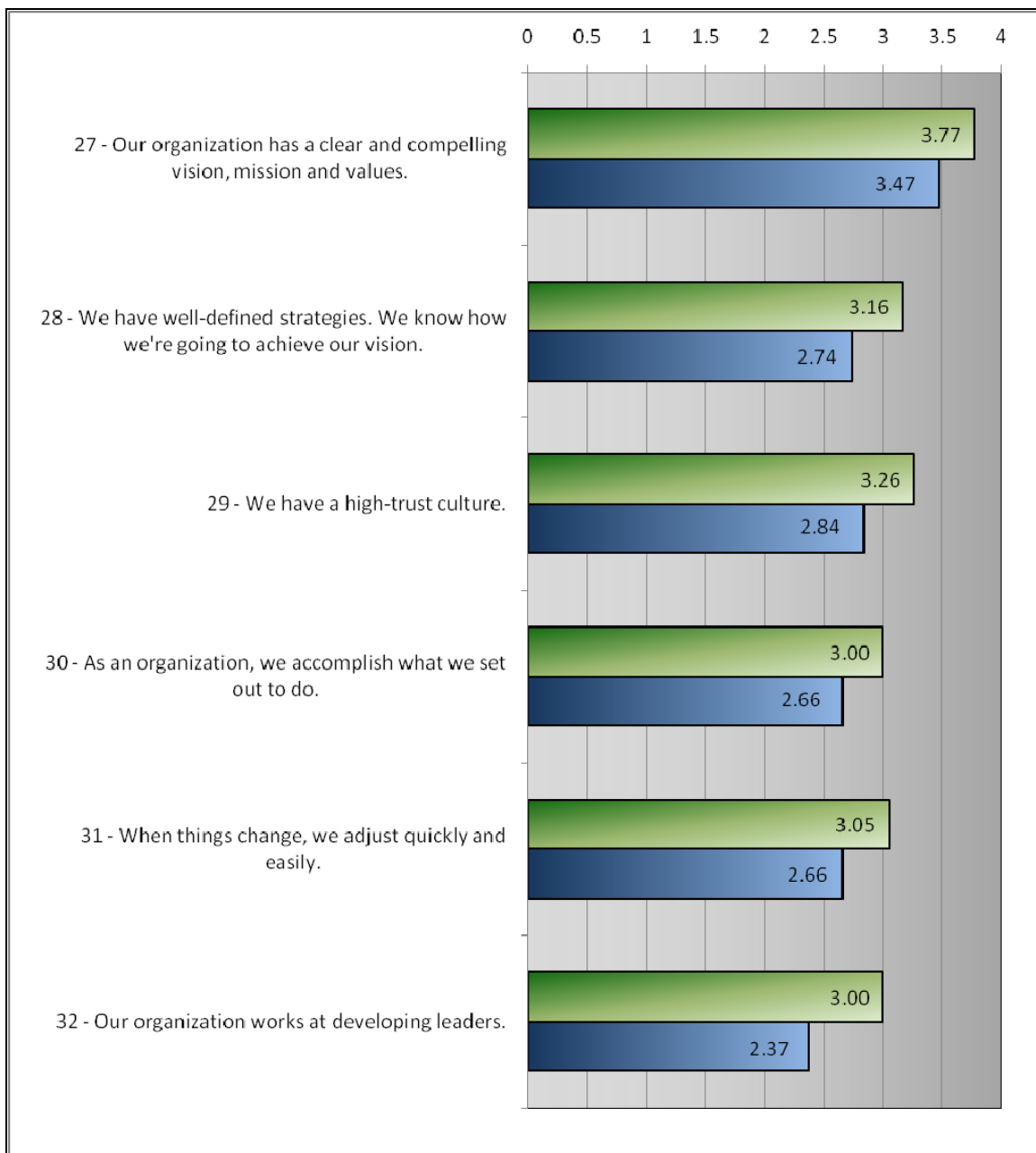
Survey Data Charts

Capacity 5: On the Same Page

On the Same Page Score: 3.21

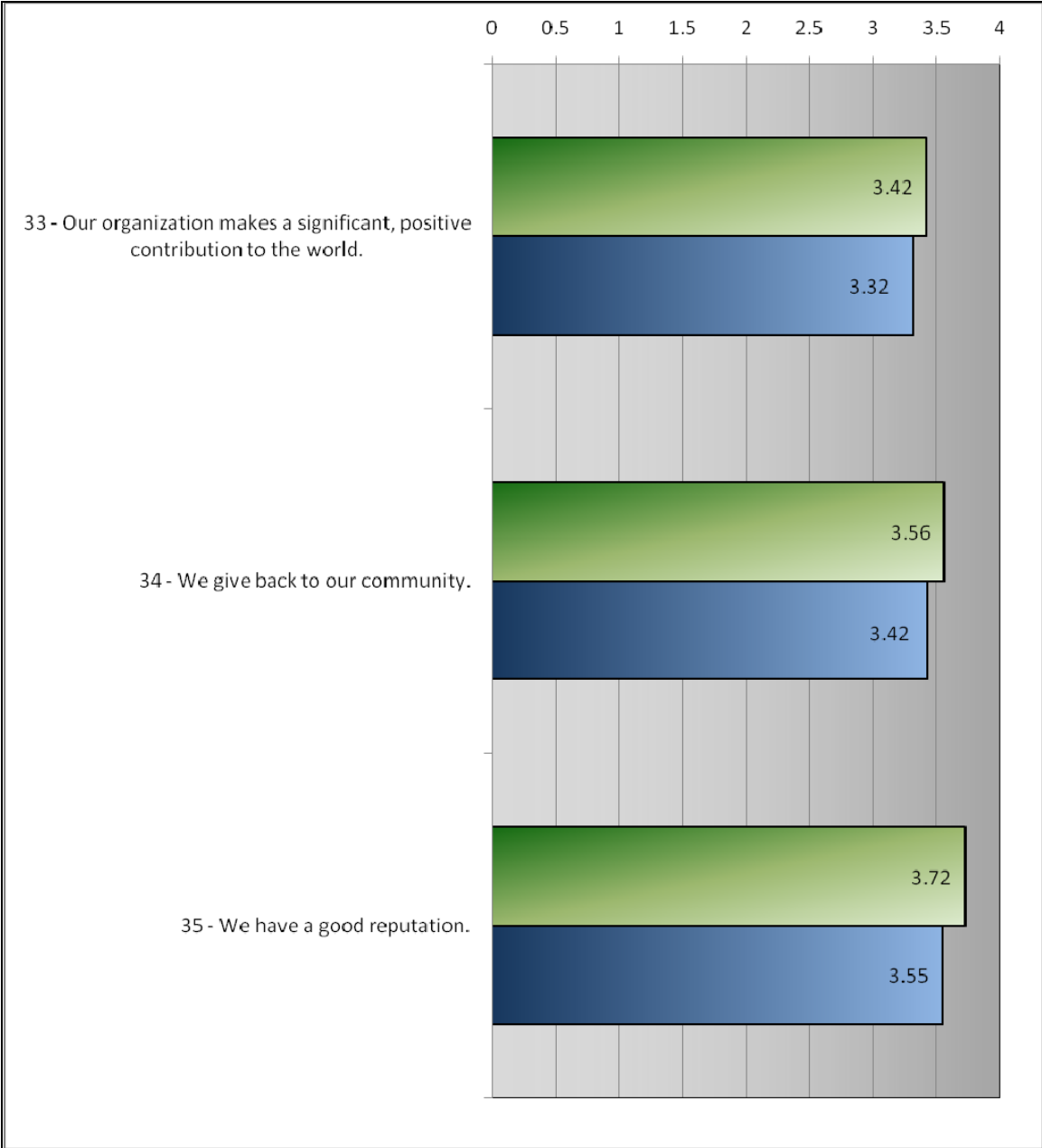
2009-3.21

2008- 2.79



Survey Data Charts

Capacity 6: Marketplace
Marketplace Score: 3.57
2009-3.57
2008- 3.43



Verbatim Comments

What is going well in your organization?

- Communication has greatly increased in over the past year as well as working as a team.
- We seem to be on track to meeting the goals for our fiscal year.
- Working toward new developing products.
- It is a fun place to come to work with a family environment.
- I see trust starting to develop between departments.
- We are now being more honest with ourselves and identifying our weaknesses faster than ever.
- All is well.
- Even in hard times the organization still seems to be growing.
- They allow employees to voice their opinions and contribute to the organization.
- Our ability to help our customers become more profitable and successful by responding to the every need from all ends of the company.
- We have a common sense of purpose, a culture of accountability, and an environment that encourages risk taking.
- The ability to work together as a team.
- I believe people have much clearer goals.
- Customer service ratings are good.
- Our executive team has a positive outlook consistently these days.
- Distribution has improved 10 fold by adding a 2nd shift.
- It appears non-management employees will get to be more involved in the decision making process that effects the whole company.
- Things seem to be turning around in the purchasing department but it is a long road. I think Dewey in place is the right person to get things done.
- Management striving to be the best.
- The finance department stepped up the credit application turnaround time increasing new customer satisfaction.
- I feel that there are many things to be optimistic about in our organization.
- I think we consistently make efforts to evaluate results and improve procedures.



Verbatim Comments

- We have an outstanding focus and a marketing strategy that is getting more effective every day.
- Brandon & Keith as supervisors, allowing Cheryl to focus on the big picture of keeping costs down.
- Shame and blame is being replaced by collaborative problem solving.
- Ron has a positive attitude and tries to keep us all positive during the down time.
- Redemption plus has great fun while having a working hard attitude.
- We have made great improvements with our Crane and Merchandiser lines.
- The level of quality employees in most areas of our company.
- The Management team seems to be more focused and positive on priorities set by the entire company.
- Consistent work.
- The communication with our manager has improved which I believe has helped everyone in some way.
- Team work, we all work well together.
- The IT Department always works well, as Julie is always focused, even if something is not working properly due to adding new updates, she is great at prioritizing.
- Teamwork.
- The Customer Success Department has added staff which should increase revenues.
- Communication, trust, and respect.
- The business side of the company is going well all things considered with the economy.
- I feel like this company has its best team(s) in place.
- I believe that Redemption Plus is a great place to work and offers many excellent benefits including the workout facility, ability to bring children and pets to work, social gatherings, and family atmosphere.
- The warehouse is working really hard.
- I think as a team, we are achieving more and more every day, we get stronger towards our goal at hand.
- Doug has helped improve the sales department attitude, by consistently reminding the sales staff to find a solution to the problem and not be so quick to point the finger at another department, building more of a team focus.

Verbatim Comments

- Everyone seems to be getting along with each other.
- We have a positive sales trend in the face of heavy macro pressures.
- Production and the way we work throughout the day.
- There are lots of things going on right now with new customers that help to keep people's heads up even when times are a little tough.
- The many kits we are selling.
- We keep producing!!
- We have a great leadership team that works hard to keep us on track. I appreciate their efforts!
- A lot of positive things are happening in the Marketing Department as far as getting R+ in the media on a regular basis.
- Mission, vision, values, training.
- I think the amount of continuing education is amazing.
- We have the appropriate teams in place to make things happen now.
- We do a great job of taking care of our customers and we have great ethics here as a company.
- They allow a high level of freedom and responsibility to complete their jobs.
- I love the fact Ron invests in his people to become better for the company's sake and their own well being. Thanks Ron!
- The Product Solutions Department is headed in the right direction; Dewey has been a great leader for them.
- We try to be proactive rather than reactive to ensure the best experience for our customers.
- A great work/life balance and goes out of the way to make people feel part of the family.
- The management is asking of input from employees about "Ideation" not just the dependence on management to come up with all their idea of what the solution for any given challenge might be.
- Everyone works together pretty well and that allows for a lot more to be accomplished.
- We need to strike a balance between striving to be better while celebrating the present and recent past.

Verbatim Comments

What is not going well or what needs attention?

- Sense of urgency still needs to be addressed and improved.
- I wouldn't use the phrase "not going well" or "needs attention". They presume a negative connotation. I'd rather just say that I would never want to work for a company that was not in a state of constant progress. To say otherwise suggests apathy or stagnation. Need better metrics against our goals.
- There is a large majority of people that feel under paid which creates an environment where people are always jockeying for position. This leads to talking behind others backs other negativity.
- We need a greater sense of urgency and the need to stay focused.
- We have a long way to go with being consistent and developing processes that are efficient and long lasting.
- All is well.
- Too many people on staff are causing stress with lack of hours.
- I don't believe there is a consistent pay structure and some people's pay isn't representative of their responsibilities. Better communication when it comes to different departments. Ron preaches this, but as an organization we are still in the process of learning and believing that our attitudes and actions are the primary determinant of our future.
- Keeping some people focused.
- Some of the sales staff has negativity. It needs to be recognized and they need to be reprimanded and told we do not tolerate this behavior in our company. When it's brought up they tend to get coddled and I have been given excuses that they are just frustrated.
- Communication between departments.
- Being expected to do or complete a task with minimal training or guidance.
- I still think we could improve on the communication between departments, just may need a little more clarity on defining the avenues to do so.
- Feed back on job - while our boss is working on this and doing much better, I can't help but feel like sometimes they don't share with me about the areas they think I could improve on. Maybe they are afraid of an individual's reaction to positive criticism.



Verbatim Comments

- I think it would really benefit our company if everyone took 1-3 days out of the year to see what other departments go through when it comes down to business. This will enable the entire company to build a stronger chemistry to help our customers with their every need, while improving the company's culture and support system. It's pretty good now - just an idea for improvement.
- People in the warehouse are not getting enough hours. Now we are clocking out for the staff meetings. Are the salary people being docked for the time? If someone is required to be at a meeting, they should be paid.
- Of course there will always be ""opportunities"" for improvement. As is the case with Redemption Plus.
- Stocking in the warehouse.
- The restructuring of the sales team is creating lots of stress and tension upstairs. Not a single person really knows what is going on which leads to lots of guessing and rumors. I think the fact that it has been a seemingly clandestine process so far has only added to the pressure felt up here. It needs to come to a conclusion sooner than later in my opinion so that people can carry on and focus more on the tasks at hand.
- Our level of communication has improved but there is still room for improvement.
- I feel Product Solutions does not yet have all the tools in place to achieve our goal; short and long term.
- There are still a few negative attitudes, cliques, and gossip hounds in the company that breed discontent and inhibit collaboration.
- Still a lack of interdepartmental communication - several times there has been changes made by one or two departments without input from anyone from another department and several times it has not gone well. It causes inefficiencies and ineffectiveness.
- Drop ship procedures, online statements, implementation of too many discounts vs. standard discounts, communication when a case quantity gets changed in Inventory Management or communication when the case quantity is caught by receiving - should immediately be relayed back and forth between P/S and W/H.
- No one should have any excuse for negative behavior. The sales team needs to learn how to speak openly and honestly rather than talking behind ones back. This needs to be recognized.



Verbatim Comments

- I don't like all the negative commentary towards certain departments in the weekly commentary.
- We are hitting our revenue numbers but still missing a profit!!!! How does that continue to happen? I'm still confused on actual costs presented and why with a successful year that we are still losing.
- Stocking is behind and people need too many drops.
- Sales.
- The human development of the company.
- As the company grows and more people are needed, I think there needs to be a better training system in place.
- Hours are being cut due to this slow period.
- Just different solutions to make us quicker as a group when it comes to some of our projects. It's a work in progress.
- It seems the strategy team is the only one that works on pushing through and working together on projects when I think teams made up of different people from different areas to work together.
- The picking errors have been an issue and we look forward into solving the issue.
- Not everything can be put on sales to clean up when other people fail.
- Stocking.
- GP is not yet an area of focus in all departments.
- Everything is good.
- This month is kind of slow!
- I think our company-wide communication still needs work. Progress is being made, but we have a long way to go.
- Communication, planning, generating cash.
- More accountability on metrics.
- Sometimes communication is taken as an obtrusion rather than an effort to clarify a question or solve an issue.
- I don't feel like I really connect with my boss anymore. Probably some of my own doing as well.
- At every company I have worked for, they have given employees the opportunity for annual raises based on their performance, which is something lacking at Redemption Plus. I believe it would help motivate employees and contribute to a more positive work environment.

Verbatim Comments

What else would you like to share? Is there anything else you'd like us to know?

- This is a very close company/family that is one of a kind.
- Great place to work!
- I am happy and proud to be a part of this organization.
- As we flatten the organization we need to ensure we have good filters to ID problems, prioritize properly, and provide focus tools. The more people involved the more potential for cluttered radar screens.
- Overall it's a great environment to work in.
- Past experiences with other companies lead me to believe that there aren't too many companies like this... We are on the verge of becoming THE BEST!
- I love R+...but, we still are failing hitting the GP.
- Love our work facility but too much separation between the different departments.
- I feel worn out and tired of the redundant tasks I have.
- I think more team building things would be good.
- Very happy here.
- My overall impression of Redemption Plus is that it is a great Company to work for and always willing to improve its staff and customer relationships.
- I struggle as many do to make ends meet and it is discouraging to not even get a cost of living raise. I totally understand that we are in a tough time, but I also know there are A LOT more people making way more than myself.
- The economy is hurting, yet we are doing well. Hourly people here are hurting, seems something is wrong with this picture.
- Everyone is flexible and relaxed from the top to the bottom and any ideas are welcomed.
- I sometimes question the way we budget certain things. Something that comes to mind is the amount of training, or coaching, or crink session or whatever it is. It seems like some of that money might be allocated to buying products, or giving raises to people who deserve them. I do not doubt that there is merit and good things that come from these types of activities, but when times are tight like they are now they would seem to become more of an unnecessary auxiliary expense.

Verbatim Comments

- I do enjoy my job and work environment. Thank you for giving me the opportunity to enjoy work and not just perform a job.
- Are we really thinking about all of our employees?
- Seems like new ideas and programs are often implemented when they are only 50% ready to be rolled out.
- We need more department interaction.
- Things keep going up by my pay is not. I love working here and that is one of the few downsides.
- There have been huge improvements in the Product Solutions area.
- Though R+ does have some challenges I have every confidence that they can meet them head on and succeed.
- I don't feel challenged.
- An amazing place to work.
- Seems like the place to cut labor cost is always the warehouse personnel.
- Every person is challenged to think outside the box and just because we have always done it a certain way does not mean we have to keep doing it that way. But on the flip side changes are not made just to make changes.
- This year was so much more positive, but we still are not hitting the profit numbers.
- I think this is a great place to work the people are great I could not see myself anywhere else.
- R+ is a good place to work with many benefits that help us retain good people.
- REDEMPTION PLUS ROCKS!!
- I believe that a yearly review would be very beneficial for employees as well as managers.
- The whole warehouse being under Cheryl's supervision was a good move.
- Attitudes range from cooperative and optimistic to sneaky and pessimistic, and seem to vary by department.
- MY leaders are awesome!!!!
- I don't feel like I have grown mentally with this job in quite some time. However, this last week was better because I actually got to work on other things but still have to work on my same old job because it is my number one weekly task to complete. I do it because it is important, but I really would like something more challenging.