

Scanlon Diagnostic Survey

The SDS can help you determine if your organization is truly “living” the four Scanlon Principles that drive success.

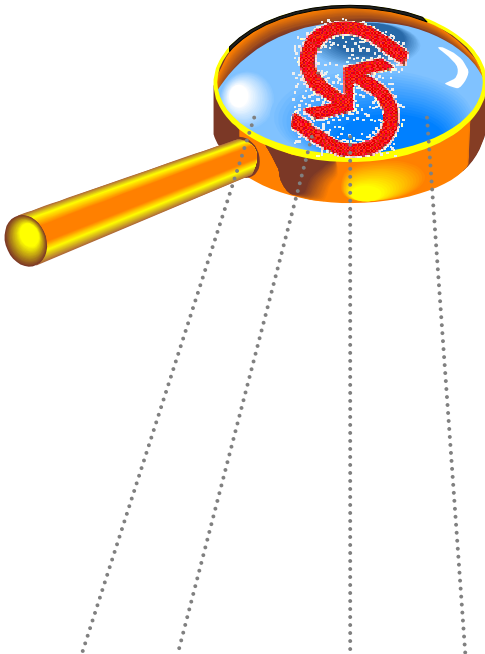
How well is your company truly living the Principles of the Scanlon Process?

Overview

The Scanlon Diagnostic Survey (SDS) is a tool for companies who practice the Scanlon Principles and Processes. The SDS has been designed to measure employee perceptions on how well integrated the principles of Identity, Participation, Equity, and Competence are within your organization. The SDS also reveals how these Principles are affecting job satisfaction, commitment, and overall organizational effective-ness.

What are the benefits of the Scanlon Diagnostic Survey for my organization?

For over 50 years, Joe Scanlon, Carl Frost, and thousands of dedicated employees, managers, and executives have labored to make their organizations more innovative, productive, and participative via the Scanlon Process. The success of their efforts have resulted in increases in productivity, profits, job security, and employee bonuses. In addition, results have included reductions in turnover, waste, and cycle time. However, continued success requires constant scrutiny of the process and a willingness to listen to employees, customers, and investors.



SDS Measures

Identity –awareness of:

- Company Direction & Mission
- Employee, Customer, and Investor Contributions
- Competition
- Production Costs & Expenses

Participation:

- Employee Suggestions
- Scanlon Involvement
- Supervisor Participation
- Employee Involvement

Equity:

- Pay Fairness / Satisfaction
- Employee Equity Formula
- Incentives & Rewards
- Investors & Customer Equity

Competence:

- Technical Job Competence
- Competence of Management
- Team Competence
- Training

Other measures:

- Job Satisfaction
- Organization Commitment
- Organization Effectiveness
- *Customized Company Measures*

“ The SDS uses valid and reliable measures for Scanlon companies to determine how well they are applying the four Principles.”

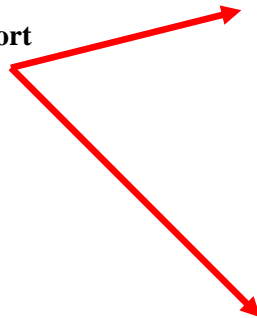
Scanlon Diagnostic Sample Statements

| The following statements focus on Employees' Identity with their customers. | Strongly Disagree | Disagree | Slightly Disagree | Slightly Agree | Agree | Strongly Agree |
|---|-------------------|----------|-------------------|----------------|-------|----------------|
| 1. I know who our current customers are..... | μ | μ | μ | μ | μ | μ |
| 2. I understand the needs of our customers..... | μ | μ | μ | μ | μ | μ |
| 3. I know when customers have problems with our products..... | μ | μ | μ | μ | μ | μ |
| 4. My company is committed to its customers..... | μ | μ | μ | μ | μ | μ |

The Scanlon Diagnostic Survey Process

The Scanlon Diagnostic Survey (SDS) is designed to meet each Scanlon organization's specific needs and goals. This is accomplished in this five-step process.

1. **Adapt SDS survey items to use company specific language**
2. **Distribute confidential SDS to employees**
3. **Process returned surveys**
4. **Analyze data**
5. **Submit findings in report form**



Pricing

Base Price of Scanlon Diagnostic Process up to 500 surveys: **\$15,000**

Over 500 surveys: **\$10 per survey**

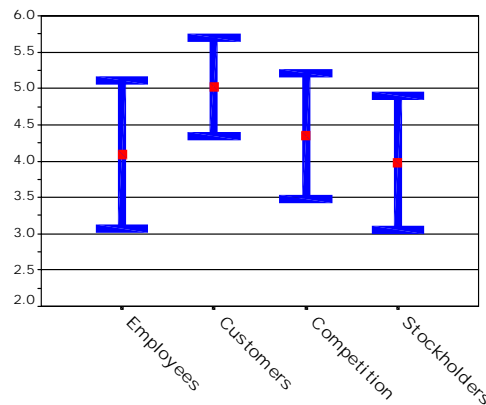
Additional Consulting Support: **Hourly rates apply**

How to Get Started

For additional information on the Scanlon Diagnostic, contact:

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IDENTITY: STAKEHOLDERS



Scanlon Diagnostic Frequency Responses

| The following statements refer to the Competence of the Work Unit. | Strongly Disagree | Disagree | Slightly Disagree | Slightly Agree | Agree | Strongly Agree |
|---|-------------------|----------|-------------------|----------------|-------|----------------|
| 1. My co-workers have the skills needed to perform their jobs well..... | 18% | 16% | 26% | 14% | 24% | 1% |
| 2. My work unit is usually able to resolve team conflict..... | 9% | 8% | 15% | 25% | 36% | 6% |
| 3. My work unit is able to get the job done on time..... | 8% | 12% | 10% | 15% | 20% | 35% |
| 4. My work unit is very effective..... | 9% | 16% | 11% | 36% | 22% | 5% |