

National Business Services Corporation

Turnover Analysis*

Case Study: Profile XT
 Industry: Printing
 Department: Southwest Customer Care
 Assessment: Profile XT
 Locations: 1
 Employees: 200
 Study Size: 120 (hires assessed with PXT)

Baseline Prior to Study:

- Overall turnover: 50%
- Overall annual turnover cost: \$1,570,002.80

Course of Action

- Beginning in June 2003, all potential customer care call center representatives were assessed on the Profile XT assessment.
- At the end of 2003, an analysis was done to determine effect of candidates' percentage match to the job match pattern on turnover.

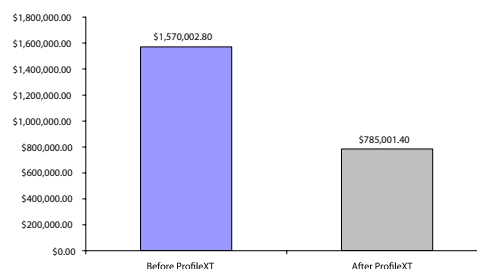
Results

- Analysis showed a 23% turnover rate in the candidates who were assessed.
- Non terminated Customer Care Reps show an average 80% match to the job pattern.

Benefits

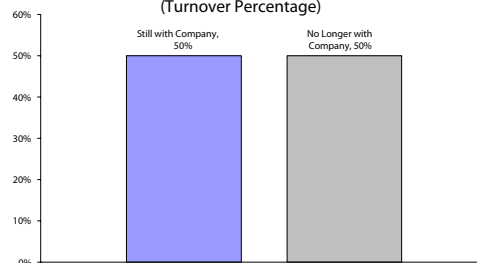
- By including the Profile XT results in the hiring process this location shows a reduction in turnover of 54%.
- Cost of turnover was reduced from \$942,002 to \$433,321.
- This is a cost saving of \$508,681.

Annual Cost of Turnover



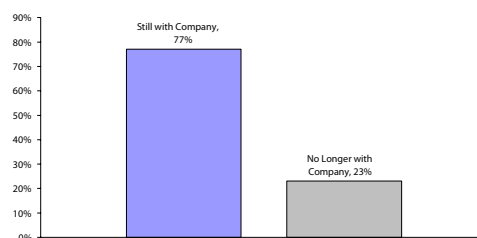
Before implementation of the Profile XT assessment, estimated cost of turnover was more than twice the current figure.

Before Profile XT
(Turnover Percentage)



Before implementation of the Profile XT, turnover percentage in the Customer Care Call Center Representative position was 50%.

After Profile XT
(Turnover Percentage)



Six months after the implementation of the Profile XT assessment for use in selecting Customer Care Call Center Representatives, turnover percentage in that position is now 23%.

*Turnover rates and cost for this report were provided by National Business Services Corporation.