

Enterprise Feedback Management:

Ways of communication between your business and its surroundings has radically changed in the last 10 years:

Emails, intranet and your website, allow you to reach dispersed statistical populations without delay and at a reduced cost.

Our commitment is to help you exploiting these technologies to better know, choose and guide your business.

Knowing your clients and associates feedback is essential.

As opposed to a survey quickly carried out and forgotten, our proposition consists in setting up, with you and your different departments concerned, a permanent, efficient, perennial and transverse platform to guarantee a clear, controlled and factual vision.



Action plans, guidance, impact measure feedback; as General Management, you are in a position to monitor all of your departments.

You can insist upon transverse surveys, carried out with short delays, to be able to make decisions at the right moments.

Expertise and operational platform :

Our expertise in the domain of feedback management is based on a long-term collaboration with prominent international groups.

Coming from major survey firms, our experts will bring a **quality assistance** ranging from methodological reflection to the production of performance indicators and their presentation.

This work will allow you to unify the different survey implementation procedures.

EFM guarantees you a direct and immediate feedback on the business actions and gives your management the capacity to control and guide these actions and set precise objectives.

www.interview-efm.com

analyse

Applications

- Satisfaction surveys (internal / external)
- Social barometer
- Evaluation of training needs
- Evaluation of Computer Systems Management
- Supplier evaluations
- Loyalty (club clients)
- Organization of distribution networks (quizz...)
- Benchmark
- Mystery / mirror surveys
- Transverse impact analysis

interview?!
Etudes

Consulting and methodology

The EFM approach

Interview offers its clients a global approach that follows the **EFM method** (Enterprise Feedback Management).

Objectives: to obtain overall feedback from those who play a part in the success of your company, such as your clients, your employees, your partners and your suppliers.

Our complete offer gives you access to:

- Methodological advices
- Information collecting and distributing software
- Help with the implementation

Monitoring company image, loyalty/ attachment to the company, benchmark, sampling, analysis reports, assistance with developing action plans, KPI Identification, use of barometers, summaries: so many areas where our survey department will develop a partnership with you for a long term objective.

contact

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Information rapidly found out, collected and utilized.

Your professions require speed and responsiveness. The environment offered by Interview Corp. guarantees you to reach your measure and management objectives.

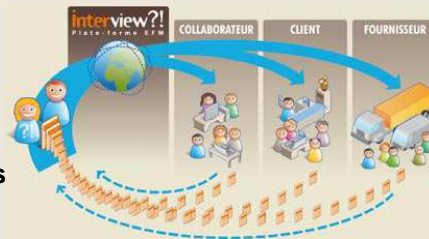
The usage of the platform offered by Interview Corp. can be applied to your whole business. It becomes strategic.

The population management and infocenter functions integrate themselves into your Computer System and guarantee control of solicitations and distribution of gathered information.

Generic, transverse solution, web native, simple to implement and quick to start using, connects itself with the existing systems (databases, directories...), functionally rich...

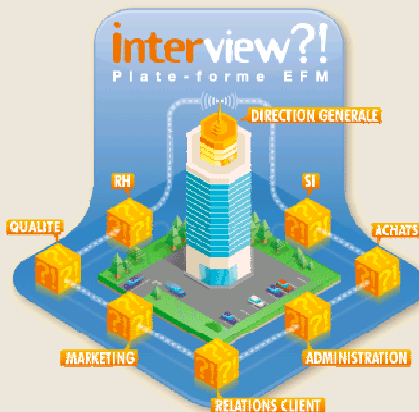
The Interview?! platform distinguishes itself from other present solutions such as surveys via external firms, survey creation and management software, job-specific solution modules, online questionnaires or even specific developments and desktop applications.

Multilingual, the platform will be deployed on a national and international level for all branches. Interview Corp. proposes to establish permanent communication between the business' different spokespeople.



Our approach:

Since 2000, Interview Corp. has been developing an internationally available transversal platform targeting all the different sectors of business to accord a global vision of interviewees in real-time. The EFM approach was identified and explained by the Gartner Group in 2005.



They trust us

All of the below clients have implemented Interview?! in multiple functions, as much internally as externally.

➤ FRANCE TELECOM
Computer Systems management, quality employee feedback, marketing clients, training, support

➤ AUCHAN
Purchasing, quality, training, HR, management

➤ SCHNEIDER ELECTRIC
Quality, marketing, purchasing, Computer Systems management, HR, communication

➤ EDF
HR, marketing, communication, quality

➤ TOTAL
General Management, communication, training

➤ AIR FRANCE
Internal communications, HR, purchasing, training, quality

➤ VALEO
Computer Systems Management, internal communication, Purchasing

➤ MINISTERE DE L'EDUCATION NATIONALE (Ministry of National Education)
Equipment of all LEAs, national surveys

➤ CCI DE PARIS (Commerce Chamber of Paris)
Research department, Training, Communication

