

## HEALTH CHECKS

Mercor Consulting develops and conducts online web-based surveys and the necessary management information systems and making the survey process easy and cost effective.

A key component of our online surveys includes relationship health checks. This mechanism often compliments other performance indicators and examines the relationships that exist within teams, organisations or focus groups. We have used this system extensively in alliance contracting to monitor and determine the state of the relationships within a commercial arrangement.

We use a robust survey process that identifies the key success elements to measure and then comprehensively report on the outcomes. A typical relationship health check survey process is shown in the diagram below. The inputs to the survey design are done in a facilitated workshop environment where the key issues and concerns are identified. The survey is designed next and customised according to the planned scenario. Once the survey has been completed data is collated and handled with strict confidentiality.

Survey data requires flexibility and interactivity to discover trends and relationships. We have the reporting capabilities for effective survey analysis.

### BASIC SURVEYS

The '10 question' type surveys fit into this category, where results are obtained with minimal interruption to the respondent, or where the perceptions of large groups of are sampled as a lead indicator of future behaviour/s.

- Post Implementation Reviews
- Program Assessments
- Program Reviews
- Relationship Health Checks
- Satisfaction Surveys

### THEMATIC SURVEYS

These surveys are structured around more than one measurement category and can be used to obtain multi-dimensional data for further analysis.

- Organisational / Relationship Health Checks
- Risk Identification / Mitigation
- Project Prioritisation
- Options / Needs analysis
- Multi Criteria Analysis
- Problem Definition
- Cost Benefit Analysis

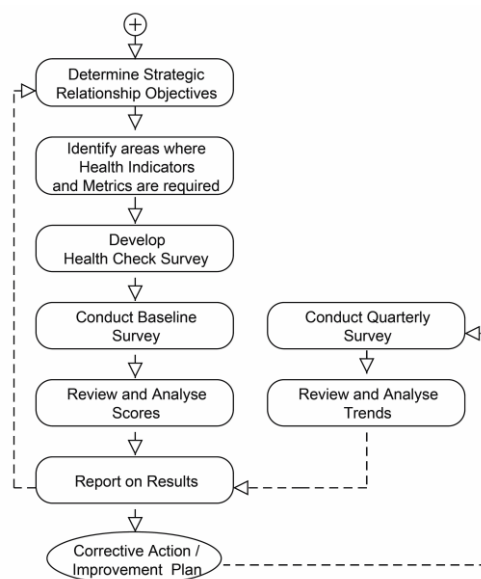
### CUSTOM SURVEYS

The survey tool can be used to establish a data collection methodology, for example to provide the workflow and structured processes to obtain scores and supporting evidence for a monthly performance scorecard. These surveys can handle multiple entry types.

- Performance Measurement
- KPI reporting / Scorecards

### PROCESS

- Scope Analysis Prepare Draft of Survey Questions
- Construct Mapping
- Workshop Survey Questions
- Design and Test On-Line Survey Framework
- Send out Survey to Respondents
- Administer Survey / Support
- Collate Survey Results
- Analyse and Review Results
- Construct Survey Report
- Survey Administration and Reporting



## CATEGORIES

Data Collection  
Data Sampling  
Qualitative Research  
Quantitative Research  
Questionnaire Construction  
Structured Data Analysis and Review



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