

Testimonial Joe Jolliffe

30 May 2008

Joe took over a project as Project Manager that was 4 weeks behind schedule in January 2008. The project aims were to embed the culture of Treating Customers Fairly (TCF) and to improve the candidate experience of On-Boarding to Nationwide via feedback mechanisms. The by-product of this was meaningful Management Information during an employee's employment experience.

The project had a £60,000 budget for the development of a new Welcome Pack and the design and development of electronic surveys. Joe worked with internal stakeholders to develop several electronic On-Boarding surveys and a revised Exit survey as well as a streamlined Welcome Pack.

The project delivered a £30,000 saving, which was reallocated to other projects as well as improving Management Information for informed decision-making. For example, in the first month of implementation of the new Exit Survey it delivered a 34% response rate compared to 22% of the established system in 2007.

Overall Joe delivered the project within the agreed timescales and within budget whilst maximising synergies and resources.

If you require further details please call me to discuss this further.

Regards

Garry Beveridge

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