



Today's organizations operate in a dynamic business environment, driven by constant change. Therefore, organizations must have accurate and timely data to make the right business decisions. For the past 20 years CBIL has provided organizations with critical data and research to maximize the effectiveness of key business decisions. CBIL implements multiple techniques, including online surveys, interviews and benchmark research to gather this critical information and then works with the organization to develop a detailed action plan.

Key Features

Online Surveys

Streamline the survey delivery and collection process as well as increase respondent confidentiality.

Forms Scanning

An alternate to online delivery, traditional paper-and-pencil surveys can be scanned at a rate of over 15,000 surveys per day.

Survey Expertise

CBIL has a proven track record of managing large-scale survey projects for organizations across multiple locations.

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Survey Process

I Design: Once your survey needs have been identified, CBIL will develop a strategy designed to draw out the information needed by using questions that create a unique survey for your organization.

II Administration: CBIL recommends online survey delivery based on greater response rates, accuracy, and speed when compared to traditional paper and pencil surveys. An excellent alternative for participants without Internet access is traditional paper-and-pencil format.

II Reporting: Survey results are statistically analyzed to identify key trends and issues thus providing more meaningful recommendations than those based solely on averages and percentages.

IV Action Plan Development: CBIL will provide a recommendations report outlining targeted action steps such as training or other process improvement initiatives.

Benefits

Streamline productivity • Reduce turnover • Reduce absenteeism • Provide training recommendations • Identify customer-service issues • Streamline communication • Strengthen supervision

About CBIL

With experienced consultants, engineers, graphic designers, technical writers, professional trainers, facilitators and technology specialists; CBIL gives you performance-building expertise without the expense of extra staff. It is a concept and a capability for achieving higher levels of performance in today's demanding business environment.