

eNPS

The eNPS – employee Net Promoter Score, or Employee NPS – is a way of measuring how your employees feel about your company.

Our Approach

Achieve an eNPS 10% above the industry average of 70

That's why initially we are going to measure our starting point in January through a form sent by our managers and leaders.

All our warriors from Dedicated, PMB, and Manage teams accounts must fill out the form and at least have the 100% complete by the end of January.

To conclude our quarter, we will measure it again to assure if we meet the objective proposed at the beginning of the quarter.

eNPS Metric

An eNPS survey asks one simple question: "On a scale of 0 to 10, how likely are you to recommend our company to a friend or colleague?"

Respondents must give their answer on a scale that goes from 0 (not at all likely) to 10 (extremely likely) and, depending on their answers, they are organized into three categories, which allow the result to be calculated:

- **Promoters:** If they answer 9-10 are your most positive, motivated, and satisfied people
- **Passives:** If they answer 7-8 are those employees who are neutral. They're generally content but not fully committed to the organization
- **Detractors:** If they answer 0-6 are those employees who won't recommend your business and are unhappy and disengaged to various degrees

Formula: *Total % of promoters – total % of detractors = employee net promoter score*

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