

# Converga

ONE Company ONE Team

**Lye Goh – Quality Manager**



Certified System  
Quality  
ISO 9001



Certified System  
Environment  
ISO 14001



System Awards  
Quality  
MEDIUM BUSINESS  
2010  
WINNER




Sustainability Advantage  
Gold



**converga**  
Innovation in Business

## What we do

We offer solutions that enable businesses to focus on their core business



**Your Core Business**

Advanced Distribution Solutions


Intelligent Imaging Solutions

Automated Document and Record Solutions

Paperless Financial Solutions

Innovative Mailroom Solutions

[www.converga.com.au](http://www.converga.com.au)



**converga**  
Innovation in Business

## Who are we

- ☞ Convergga is a 100% owned subsidiary of NZ Post
- ☞ Over 600 staff in Australia
- ☞ Operate at over 70 client sites in Australia
- ☞ Domestically - Sydney, Melbourne and Canberra, Brisbane, Adelaide, Perth, and Hobart
- ☞ New facility in Manila with 100 staff



## Today .....

- ☞ Offer innovative solutions such as
  - ☞ digital and traditional mailrooms
  - ☞ paperless financial solutions eg accounts payable (PAP), procure to pay (P2P)
  - ☞ intelligent imaging solutions eg claims management, application and forms processing, scanning services)
- ☞ 50% of business in mailroom services and 50% in intelligent digital services
- ☞ Revenue has doubled
- ☞ Staff engagement score 2011\* – 74.7% (top 20% of companies in Australia)

\* John Robertson and Associates Survey Tool









## Recognition

-  Our achievements include:
  -  **2010 winner of SAI System Excellence Award** (medium category)
  -  **Gold partner of the Sustainability Advantage Program** (sponsored by Office of Environment and Heritage) – first company in Australia to achieve Bronze, Silver and Gold status
  -  Over 40% of staff participate in community programs



## Four years ago.....

-  80% of business in traditional mailrooms and 20% in scanning services
-  Over 450 staff in 40 locations
-  Losing major contracts
-  Staff engagement score\* – 35% (bottom 6% of companies)
-  Staff turnover – 60%
-  Training days – 115 days

\* Hewitt Best Employer Survey 2007 results



## **Our Problems Areas**

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Our staff satisfaction survey found:

- ❏ Communication was not reaching all staff
- ❏ Staff did not feel part of the company
- ❏ Stakeholders were not engaged



## **What did we do**

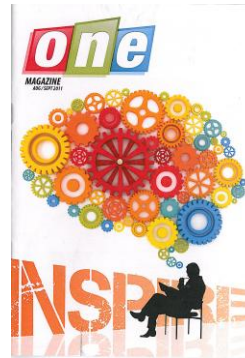
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- ❏ Senior management made a public commitment to address issues
- ❏ Clear goals and targets for each year
- ❏ Established the ONE program to ensure staff understand where we are heading and how we are going to get there



## Our ONE Program

- Our One Program is our commitment to listening and acting on what our staff is telling us



## Our Values

- The One Program is based on the values our staff identified as important
  - Care
  - Excellence
  - Inspire
  - Integrity
  - Celebrate
- Every two months, we celebrate a value through a series of events to reach all staff



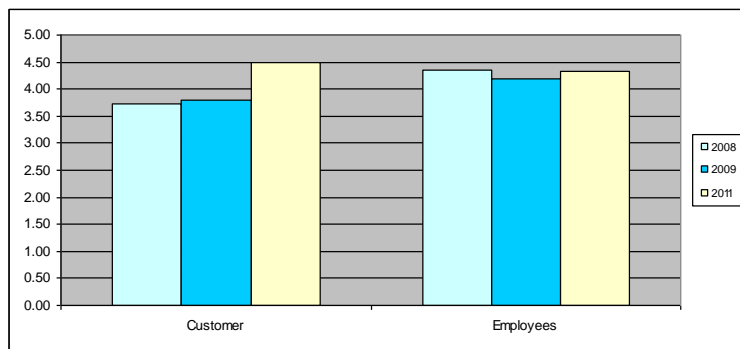
## The Results

Our staff engagement index over the last four years:

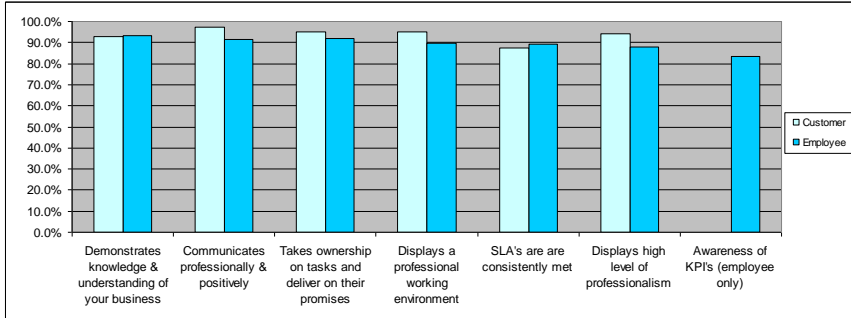
- 35.4% in 2008
- 69.9% in 2009
- 73.2% in 2010
- 74.7% in 2011



## What our clients said



## What our clients said



## Our Bottom Line

- Improved staff satisfaction with increased retention rates
- Improved customer satisfaction
- Increased customer base and revenue
- Growth for the company

