



## **BANK OF QUEENSLAND + QUALTRICS**

BOQ needed an online platform which would allow them to speed up their 360 degree feedback process and provide real-time insights into their employee engagement program.



**BANK OF  
QUEENSLAND  
ACHIEVED** ▶



Real-time  
employee insights  
and feedback



Faster  
access to  
results



360 assessment  
completion  
rate increase

“We needed a technology platform that would allow us to quickly and easily collect feedback from employees. That feedback also had to be actionable for our managers. We needed an online platform that allowed us to take control and speed up the process.”

JODIE ROACH, ORGANISATIONAL DEVELOPMENT CONSULTANT



## CHALLENGE

- ▶ Bank of Queensland (BOQ) needed to find a technology platform, which allowed them to quickly and easily collect feedback from employees and be able to analyse this feedback in a manner that was actionable by individual managers. Prior to Qualtrics, BOQ performed an annual employee engagement survey, which took months to create, distribute, and analyse results.

## SOLUTIONS, BENEFITS & RESULTS

- ▶ With the Qualtrics Employee Engagement platform, BOQ is now able to get an employee engagement survey created, distributed, and analysed in a matter of weeks rather than months.
- ▶ With faster access to results, managers are able to clearly see what it is they need to work on through their feedback dashboards as well as put in place action plans. BOQ's employee engagement score has increased significantly over a 3-year period.
- ▶ Due to the ease-of-use of the Qualtrics 360 platform, the completion rate for 360 assessments has increased dramatically with all completions now being done on time. Participants are able to self nominate evaluators and gain their managers approval, along with custom built reports which can be downloaded by the participant/manager, greatly reducing HR administration time.
- ▶ BOQ is performing 360-degree assessments on their top 100 leaders to further develop their leaders by understanding their strengths and weaknesses. With this data, BOQ has established coaching programs to strengthen their leadership.

## ABOUT BANK OF QUEENSLAND

BOQ is one of Australia's leading regional banks. BOQ is among the few still not owned by one of the big banks. Being completely independent, BOQ offers a genuine alternative to anyone looking for a full range of personal banking services.

[BOQ.COM.AU](http://BOQ.COM.AU) 

**INDUSTRY**  
Financial Services

**REGION**  
APAC

**COMPANY SIZE**  
Medium

**BUSINESS TYPE**  
B2C