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Booklets



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PRESENTATION CONTENT

Introduction.

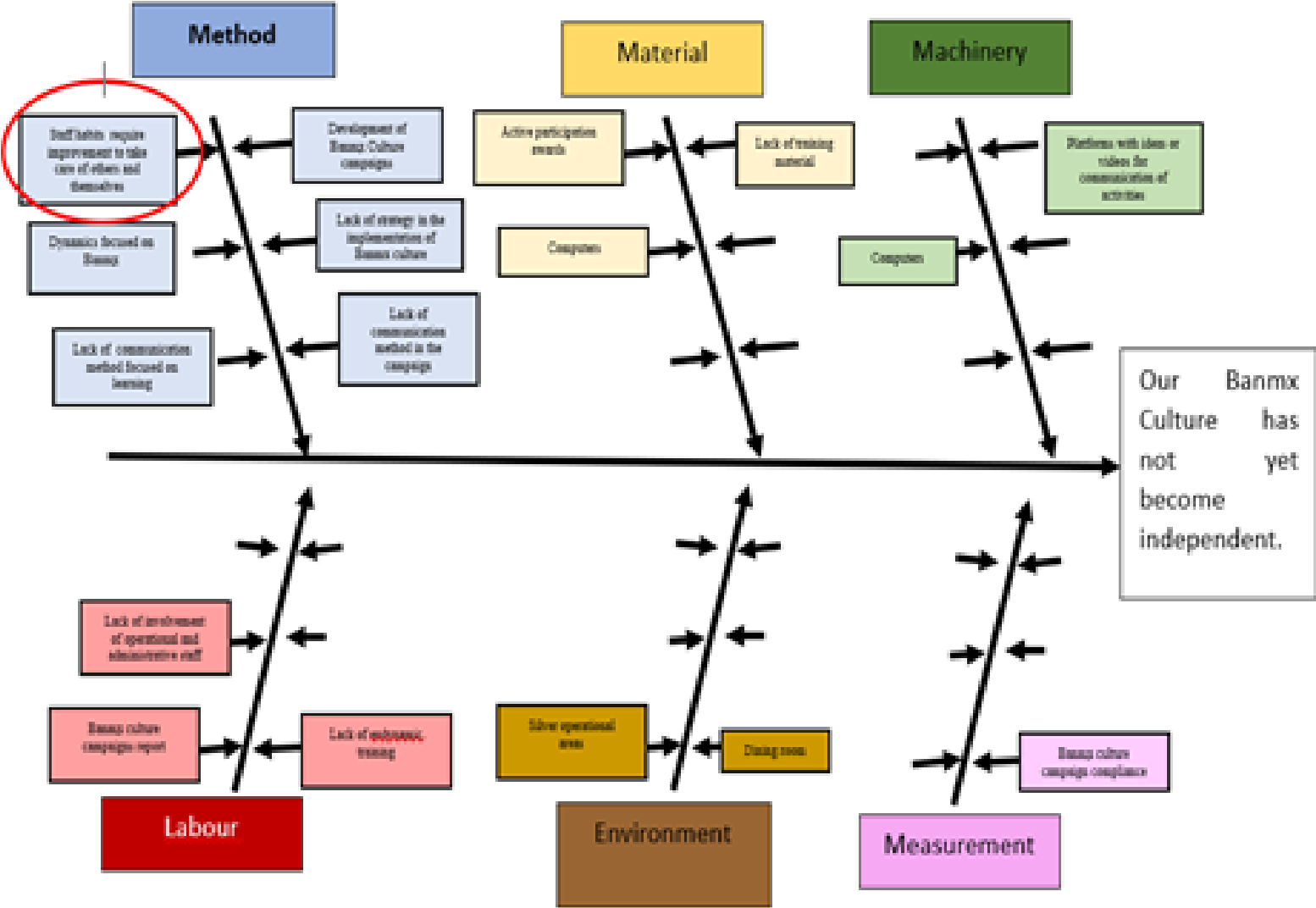


Introduction.



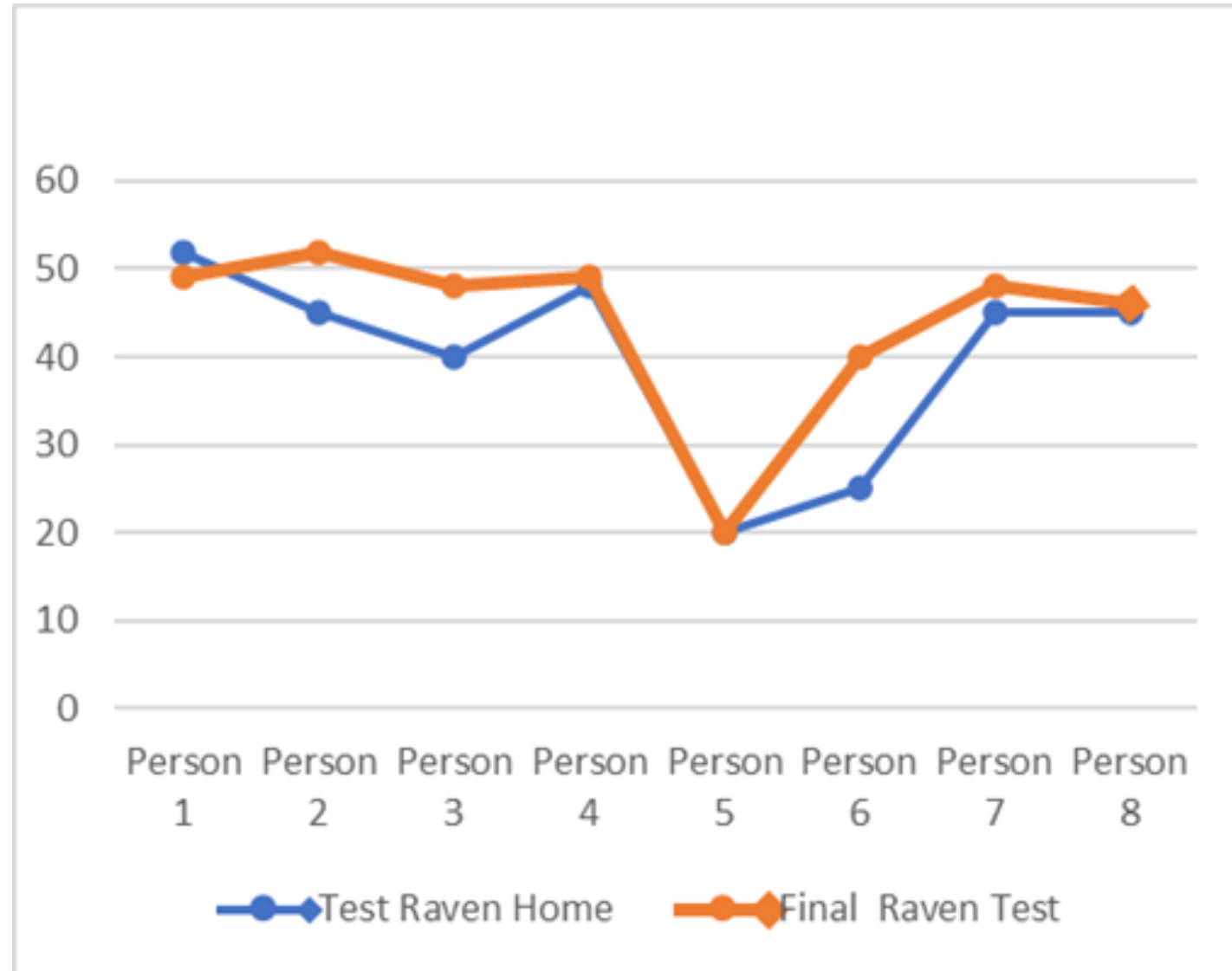
Methodology

Diagram of Ishikawa Culture BANMX



Methodology

Comparative Application of Raven



Results

Applied to collectors, two relevant aspects emerged:

- (a) Communication.
- (b) Motivation.
- (c) Objectives and Functions.
- (d) Integration and Collaboration.
- (e) Leadership.
- (f) Innovation.
- (g) Working Conditions.
- (h) Human Capital.
- (i) Job Satisfaction.
- (j) Productivity.
- (k) Self-Evaluation.



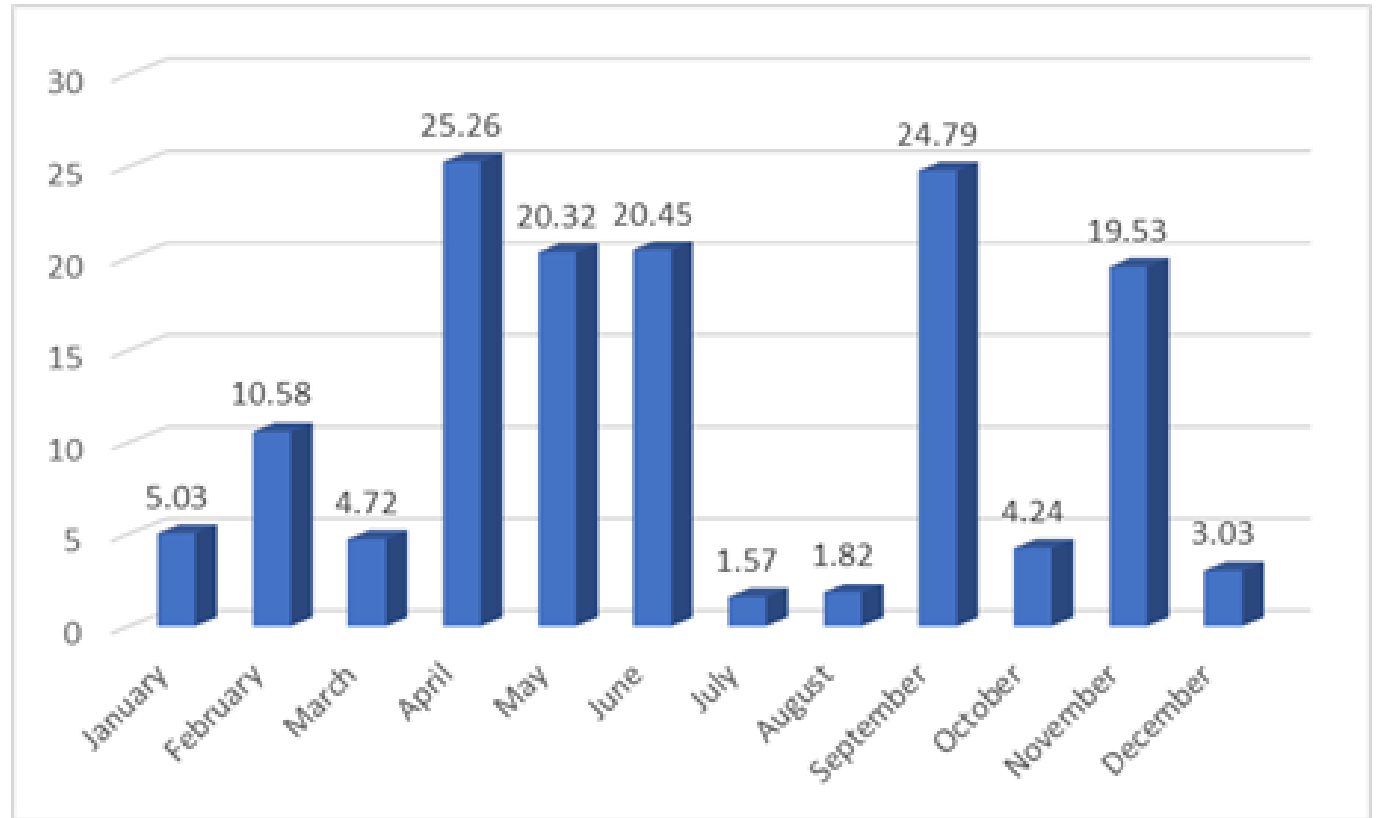
Results

H.T.P. Test Development



Results

Monthly Increase in Recovery Quota



Conclusions

The application of these instruments and tools provides a glimpse into the areas of opportunity for developing and implementing new processes to identify the skills and areas for improvement of each employee.



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