



 EMPLOYEE ENGAGEMENT

Definition

People who are truly engaged with their work do it with passion, seek out challenges, focus consistently upon innovation, are more effective, efficient and client-oriented and deliver higher quality work.

Why this topic is important for TNO

Engaged employees make a difference. To a great extent, they are responsible for TNO's ability to achieve its objectives and generate positive results.

Management approach

All TNO personnel, including agency and seconded flex workers, take part in our employee engagement survey (EES). The results of this are reported by business unit, and in response each unit then compiles an improvement plan and discusses its outcome with the TNO Board of Management.

Evaluation

This true value of the EES lies in how it is followed up. Every unit discusses the findings, both its own and those for TNO as a whole, before proceeding to develop its improvement plan. In so doing, it considers which aspects it can take on itself and what it can expect from influentials elsewhere in the organization.

The plans are then implemented, monitored and, if necessary, adjusted. The next survey reveals how successful they have been in achieving actual improvements. The process is thus cyclical, ensuring that employee engagement is always under the spotlight.

