

EMPLOYEE 6-MONTH SURVEY RESULTS

Trendie operations staff were supplied with an anonymous online survey on the organisation's operations over the past 6 months. Employees were encouraged to complete the survey openly and honestly. All of the team completed the survey. The questions in the survey and the responses to each one are outlined below for you.

Question 1: Compared to six months ago, how would you rate your overall productivity?

Option	Percentage of employees who selected this option
Much more productive	43%
More productive	57%
About the same	0%
Less productive	0%
Much less productive	0%

Question 2: The new operational processes have reduced the amount of time I spend on repetitive or recurring tasks.

Option	Percentage of employees who selected this option
Strongly agree	57%
Agree	29%
Neutral	14%
Disagree	0%

Strongly disagree	0%
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Question 3: The digital tools introduced over the past six months have helped me complete my work more efficiently.

Option	Percentage of employees who selected this option
Strongly agree	43%
Agree	43%
Neutral	14%
Disagree	0%
Strongly disagree	0%

Question 4: Communication within our own operations team is effective.

Option	Percentage of employees who selected this option
Strongly agree	29%
Agree	57%
Neutral	14%
Disagree	0%
Strongly disagree	0%

Question 5: Communication and collaboration between our team and other teams (e.g. customer service, buying & procurement) is effective.

Option	Percentage of employees who selected this option
Strongly agree	0%
Agree	43%
Neutral	14%
Disagree	29%
Strongly disagree	14%

Question 6: Supplier, inventory and order management processes have improved over the past six months.

Option	Percentage of employees who selected this option
Strongly agree	29%
Agree	57%
Neutral	14%
Disagree	0%
Strongly disagree	0%

Question 7: The changes introduced over the past six months have made it easier for me to prioritise and manage my workload.

Option	Percentage of employees who selected this option
Strongly agree	29%
Agree	57%
Neutral	14%
Disagree	0%
Strongly disagree	0%

Question 8: Based on what I have observed, our customers are receiving a better overall experience than they were six months ago.

Option	Percentage of employees who selected this option
Strongly agree	14%
Agree	43%
Neutral	14%
Disagree	29%
Strongly disagree	0%

Question 9: The AI chatbot on our website effectively resolves customer enquiries before they need to speak with a staff member.

Option	Percentage of employees who selected this option
Strongly agree	0%
Agree	29%
Neutral	29%
Disagree	29%
Strongly disagree	14%

Question 10: Overall, I believe the operational improvement initiatives introduced six months ago have been successful.

Option	Percentage of employees who selected this option
Strongly agree	43%
Agree	43%
Neutral	14%
Disagree	0%
Strongly disagree	0%

Question 11: Is there any other feedback you'd like to provide on Trendie's operations over the past 6 months?

Example responses
"The new systems have saved me a lot of time because I spend less time updating spreadsheets and more time completing meaningful work."
"Task management is much clearer now, and I always know what my priorities are."
"Communication within our own team has definitely improved."
"Sometimes we still wait too long for updates from the customer service team, which delays our work."
"I think we need better communication between operations, marketing and purchasing when promotions are planned."
"The website chatbot often can't answer more detailed customer questions, so they still end up contacting our team. Improving the AI chatbot would probably reduce the number of routine enquiries we receive each day."
"The operational improvements have made my job easier overall, but there are still opportunities to improve how different departments work together. I'd like to see more regular cross-team meetings, so everyone understands upcoming changes and priorities."