

NPS*calibrate*

FUTURELAB



Make Net Promoter<sup>®</sup>  
stronger and sharper.

*NPScalibrate*

A 10-day Rapid NPS<sup>®</sup> Audit

Strengthen your programme

Sharpen your vision



## Who needs NPS*calibrate*?

Organisations that want to review and recharge their NPS programme to deliver powerful tangible results – today.

# NPS*calibrate*

You have big plans for NPS®. You see some positive change and some early signs of growth, but now you're ready to take it to the next level.

What you do **NOW** could make or break your Net Promoter programme.

NPS*calibrate* will help that you make it stronger. This rapid audit brings our expertise directly into your organisation. We work alongside you to find out what's working and what's not. In 10 days we'll show you how to put things right and start getting tangible results.

## 10 days to a stronger NPS programme

### PHASE I: STAKEHOLDER INTERVIEWS & PROCESS SCAN

Days 1-2

Alongside your NPS stakeholders, we dig quickly into your people and processes to discover what's working, what's not and why.

### PHASE II: GUIDED INWARD ASSESSMENT WEEK

Days 3-7

We give your NPS stakeholders one week to provide further information and formulate considered views on your programme's strengths and weaknesses.

To help stakeholders develop their thoughts on NPS we give them a Self-Assessment Toolkit.

### PHASE III: INSIGHT DEVELOPMENT

Days 8-9

We synthesise findings from our interviews and collate results from self-assessment submissions. Using our experience on some of the world's most successful NPS implementations, we focus on positive action, practical solutions and quick wins.

### PHASE IV: ACTION PLANNING WORKSHOP

Day 10

After this full-day workshop you will be able to:

- Spotlight opportunities for quick-wins
- Adjust implementation errors and assumptions
- Re-establish the objectives and vision for NPS
- Identify bottlenecks preventing NPS-driven decisions
- Neutralise/bypass major barriers to NPS
- Assess buy-in and communications effectiveness
- Decide how to extend NPS and manage expectations

### BEYOND

After NPS*calibrate*, the way forward will become a whole lot clearer for you. Experience tells us however that there are usually some tricky, sticky, sleeves-up, hands-dirty, practical issues to deal with first. We can help with them all. Talk to us about tailored audits and on-the-ground support for your NPS expansion.

# FUTURELAB

## Why Futurelab?

Our audits are led by pragmatic Net Promoter® experts with extensive 'on-the-ground' experience. Futurelab is an international customer-centricity boutique. Our associates have delivered many of the world's largest NPS programmes in Europe and America. They have learned NPS practice in the trenches of corporate reality and many have obtained formal certification in the field.



## Improve your NPS with our tools

### NPS*evaluate*

A 1-day seminar to help you decide if NPS is right for you right now

€1,000

### NPS*activate*

A 1-day seminar to switch on the benefits of NPS

€1,500

### NPS*strategy*

Identify the big opportunities for profitable customer-centricity.

€ Please contact us for options

For information on dates and venues, or to book your place at one of our NPS training events, email [NPStoolbox@futurelab.net](mailto:NPStoolbox@futurelab.net)

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## BOOK your NPS*calibrate* audit NOW



Duration: 10 days

Cost: €10,000 plus VAT per country unit

NPS*calibrate* = EXPAND NPS + DEEPEN CUSTOMER FOCUS + DELIVER RESULTS



Call: +32 2733 8332



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