People Analytics Delivering Better Commercial Outcomes.

Better insights...better decisions.

Case studies

WITH

PEOPLE + SCIENCE

CASE STUDIES

Our success stories.

How we've partnered with organisations to identify their greatest risks, and turned them into their greatest achievement.

We take the privacy and confidentiality of our clients very seriously. We will not idenfity the organisations we work with so we will provide examples where organisations and people are protected.

CASE STUDY

Using the People Plus Science People Plus Culture Tool

The People Plus Science tools includes meeting compliance in “Managing Psychosocial Hazards” in addition to root cause analysis and other indicators such as Organisational Resilience, Trust Diagnostics, Emotional Capital, Customer Centricity, Psychological Safety, Leadership Influence Scores and Values Alignment and Team MICARES evaluation. This tool gives leaders the information they need to move from risk to reward.

Our Differentiator:
Unlike traditional analytics tools that stop at culture surveys or compliance checklists, People Plus Science applies a neuroscience lens + commercial translation to diagnostics. We don’t just tell you the risks — we show you the financial and performance opportunities.

Case Study 10

A Qld Manufacturing Company had identified a number of issues:

- 20% loss of old clients
- 30-40% churn of employees
- New competitors entering the market
- Increase in errors /returns of orders
- Increase in physical injuries reported
- Lack of compliance with WHS
- Loyal employees starting to express intentions to leave

OVERVIEW

New Codes of Practice for Managing Psychosocial Hazards have been introduced in all states (except Victoria).

The Code outlines the requirements to meet the code but the People Plus Science Assessment allows better allocation and interventions that are targeted at the root cause of the problem.
Due to the lack of productivity and high absenteeism it was estimated that lost revenue was approximately 34% of total salaries in addition to the cost of outsourcing work.

Importantly an increase in both physical injuries, lost time and delayed customer deliveries started to impact on the reputation and strategic positioning of the business.

The teams included: administration management, finance, warehouse and logistics, repairs and maintenance and transport and logistics and customer service.

WHAT WE DID

- Achieved Compliance in Managing Psychosocial Hazards.

- Ran consultation and customerised surveys, on site with teams such as Operations, Transport and Logistics, Maintenance Crew and Administration.

- Generated a report based on teams.

- Identified high risk areas
- Created a detailed action plan to mitigate risks
- Ran the training and development on site
- Sought external legal advice for site
- Built a site communications APP
- Provided leadership support

WHAT WE IDENTFIED

- Vulnerable cohorts
- Psychosocial high - low risks
- Employee Experience (highs and lows)
- Business Continuity Risks
- Customer risks
- Governance Risks
- Customised programs required

INSIGHTS + OUTCOMES
Case Study 10 - Manufacturing

Leadership Supports
- High levels of leadership support was required to accelerate compliance. Leadership on the ground was excellent with the Operations Manager.
- Large gaps in supervisor training.

Investment
- $75,000
- Leadership commitment
- Time to roster factory workers

Wins!
2.3 million/yr
- Productivity - 22% increase
- High risks mitigated by 40-60%
- Medium risk reduced and monitored
- Absenteeism - 7% decrease - $60,000/yr
- Revenue - 71% increase - $1.2million/yr
- 9% increase in output with no additional headcount.

Community Impact
- Improved customer service
- Safer drivers
- Psychosocial supports - improved mental health and well-being
- increase in productivity for clients
- 47% of workers volunteered in community clubs

Risk Mitigation
- Physical risks
- Near misses
- Oniste incidences
- Psychosocial hazards
- Complaints
- Changes in scheduling and rostiering
- Escalation changes
- Leadership training
- Fair Work, Anti-Discrimination & WHS compliance

Optimising Workforce
22% increase with no additional staff.

Customer Excellence
62% to 78% on time/accurate

Interventions
- Mental Health First Aid
- Difficult Conversations training
- Disciplinary / Performance Actions
- Values/ Behavioural Ins and Outs - Social Contract for site
- Difficult Situations/Difficult People Training
- CALD program
- Neurodiversity program
- Communications and Complaints process
- Training review
- Rostering and scheduling changes

Output
- Up 9% in 3 months

9%

Absenteeism
16%

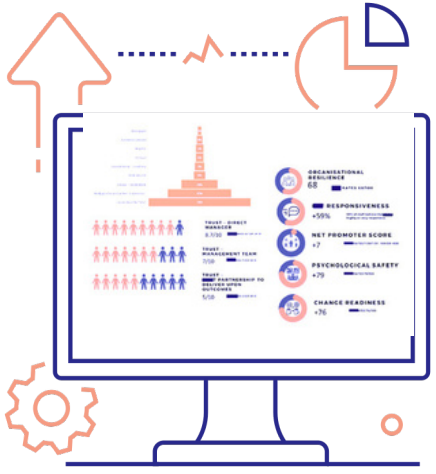
9%

Employee Churn
- Down 21% in 3 months
- 1 person in absenteeism was costing the
- organisation over $10,000/year

46%

25%

24 weeks
turnaround



Case Study 9

A Qld Manufacturing Company had difficulty retaining site leaders. The newest leader identified a very toxic culture, increased union presence, and significant productivity losses, an increase in physical injuries and high costs of productivity resulting in profit margin losses. With the potential threat of sustainability,the leader engaged People Plus Science to investigate and address the people and culture issues as a priority - ensuring compliance with Managing Psychosocial Hazards but also with a goal to find the underlying issues and provide insights to management to assist with decision making.

OVERVIEW

People Plus Science were asked to investigate “people problems” that were keeping the CEO up at night. Market conditions were getting tougher and the CEO felt that she was not getting the information she needed to make good decisions. In addition they understood that they were non compliant in “managing psychosocial hazards” and needed to address this quickly.

THe process we outlined ensured compliance but it went further in providing root cause analysis, gaining engagement immediately and providing a quick end to end solution. In addition insights would allow the leadership team to realign gaps in marek positioning, priorities for teams, address trainingand development and make better decisions with better insights about staffing, resourcing, processes and procedures.,

WHAT WE DID

- Achieved Compliance in Managing Psychosocial Hazards.
- Ran consultation and customerised surveys, on site with teams such as Operations, Transport and Logistics, Maintenance Crew and Administration.
- Generated a report based on teams.
- Identified high risk areas
- Created a detailed action plan to mitigate risks
- Ran the training and development on site
- Sought external legal advice for site
- Provided leadership support
- REalsigned strategic priorities.
- Redesigned communications and feedback and complaints channels.

WHAT WE IDENTFIED

- Vulnerable cohorts
- Psychosocial high - low risks
- Employee Experience (highs and lows)
- Business Continuity Risks
- Customer risks
- Governance Risks
- Customised programs required

INSIGHTS + OUTCOMES
Case Study 9 - Manufacturing

Leadership Supports
- High levels of leadership support was required to accelerate compliance. Leadership on the ground was excellent with the Operations Manager.
- Large gaps in supervisor training.

Investment
- $75,000 - $90,000
- Leadership commitment
- TIme to roster factory workers

Wins!
1.8million/yr
- Productivity - 22% increase
- High risks mitigated by 40-60%
- Medium risk reduced and monitored
- Absenteeism - 10% decrease - $60,000/yr
- Revenue - 71% increase - $1.2million/yr
- 22% increase in output with no additional headcount.

Community Impact
- Improved customer service
- Better support for regional hospitals and health clinics
- Safer drivers
- Psychosocial supports - improved mental health and well-being
- increase in productivity for clients
- Incprovement in CALD programs 'employing diverse workforce in regional area.
- Largest employer of people in a regional area.

Risk Mitigation
- Physical risks
- Near misses
- Oniste incidences
- Psychosocial hazards
- Complaints
- Changes in scheduling and rostiering
- Escalation changes
- Leadership training
- Fair Work, Anti-Discrimination & WHS compliance

Optimising Workforce
22% increase with no additional staff.

Customer Excellence
Customer delivery and service/ Community support/ Critical to hospital operations

99.7% on time/accurate

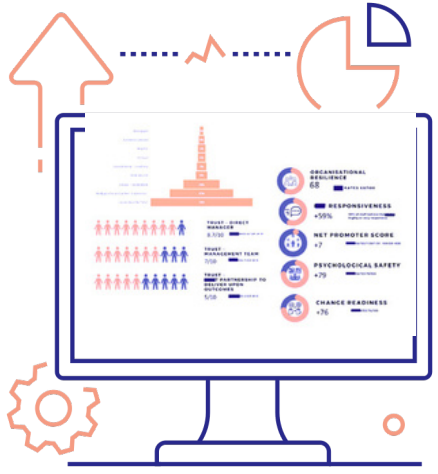
Interventions
- Mental Health First Aid
- Difficult Conversations training
- Disciplinary / Performance Actions
- Values/ Behavioural Ins and Outs - Social Contract for site
- Difficult Situations/Difficult People Training
- CALD program
- Neurodiversity program
- Communications and Complaints process
- Training review
- Rostering and scheduling changes

Output
22%
- Up 22%
- 9 record breaking events in 3months.

Absenteeism
13%
- Down 13% in 3 months
- 1 person in absenteeism was costing the
- organisation over $10,000/year

3%

24 weeks
turnaround



Case Study 8

Challenge:
A board preparing for CEO transition uncovered major risks: 98% non-compliance, 36% churn, cultural and gender bias, leadership burnout, low resilience, and lack of role clarity (70% of directors unclear on contribution to success).

Results:

- Appointment of CEO with confidence and clarity.
- New organisational structure and commercial arrangements.
- High levels of psychological safety and succession planning.
- Clearer board roles, responsibilities, and escalation policies.

Overview

People Plus Science was appointed to assist the association in meeting compliance. The board, while collegiate, had high perception gaps due to a lack of board discipline, clarity of roles and responsibilities, and unclear objectives. A CEO appointment was needed and it was time to ensure compliance. A significant number of risks were identified which identify large resilience gaps and put government grants and government programs at risk.

Quote
“The best report I have ever received — clear, evidence-based, and commercially focused. As a new CEO I new exactly what to focus on. – New CEO

WHAT WE DID

- Achieved Compliance in Managing Psychosocial Hazards.
- Ran consultation and customerised surveys, on site with teams such the board and organisational teams.
- Generated a report based on teams.
- Identified high risk areas
- Created a detailed action plan to mitigate risks
- Ran the training and development on site
- Sought external legal advice for site
- Provided leadership support
- Realsigned strategic priorities.
- Redesigned communications and feedback and complaints channels.

WHAT WE IDENTFIED

- Vulnerable cohorts
- Psychosocial high - low risks
- Employee Experience (highs and lows)
- Business Continuity Risks
- Customer risks
- Governance Risks
- Customised programs required

INSIGHTS + OUTCOMES
Case Study 8 - Association

Leadership Supports
- Perception gaps with board
- CEO gap - high risk
- Lack of complaints and escalation procedures.
- Board lack of clarity, discipline and coherence.

Investment
- $55,000
- Leadership commitment

Wins!
1.2million/yr
- $1.2million at risk per year in Government Grants
- $1.2million in non compliance
- Future exposure to claims within the next twelve months - 88% chance.

Community Impact
- Regional and remote area supports
- Industry advisory
- Minority community supports

Risk Mitigation
- Physical risks
- Bullying and Harassment
- Psychosocial hazards
- Complaints
- Changes in scheduling and rostering
- Escalation changes
- Leadership training
- Fair Work, Anti-Discrimination & WHS compliance

Optimising Workforce
16% increase in productivity

Customer Excellence
No stakeholder surveys done at this time.

Interventions
- Mental Health First Aid
- Difficult Conversations training
- Disciplinary / Performance Actions
- Values/ Behavioural Ins and Outs - Social Contract for site
- Difficult Situations/Difficult People Training
- CALD program
- Neurodiversity program
- Communications and Complaints process
- Training review

Output
- Up 16%
- new CEO appointed

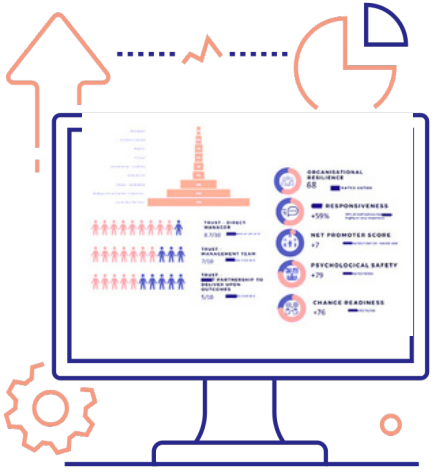
16%

Absenteeism
- Down 13% in 3 months
- 1 person in absenteeism was costing the
- organisation over $10,000/year

29%

3%

8 weeks
turnaround



Case Study 7

Challenge:
Mid-tier financial advisory firm pursuing M&A growth lacked readiness assessments, cultural due diligence, and compliance. Findings: 68% non-compliance, 78% of top earners at burnout risk, and looming risk of losing their financial licence.

Results

- 100% compliance in 3 months.
- Licence and revenue base protected.
- Reduced burnout risk for key performers.
- Stronger cultural foundations for sustainable M&A growth.

Overview

People Plus Science were appointed to assist the association meet compliance. The board whilst colleagiate had high perception gaps due to the lack of board discipline, clarity of roles and repsonsibilities and clear objectives. A CEO appointment was needed and it was time to ensure compliance. A significant number of risks were identified

Quote
“Thank you so much for your support. I would never have had the confidence to manage or question further. Our compliance team had no idea...we cannot thank you enough”.

WHAT WE DID

- Comprehensive audit with diagnostic insights.
- Compliance roadmap and training for board and WHS teams.
- Practical supports to build cultural controls into growth strategy
- Full Board and leadership training and awareness
- Ongoing support to Compliance and People + Culture Teams to build action plan
- Investigation into vulnerable cohorts identified
- Full 6month plan to compliance

WHAT WE IDENTFIED

- Vulnerable cohorts
- Psychosocial high - low risks
- Leadership gaps
- Compliance gaps
-

INSIGHTS + OUTCOMES
Case Study 7 - financial institution

Leadership Supports
- Perception gaps with board
- CEO gap - high risk
- Lack of complaints and escalation procedures.
- Board lack of clarity, discipline and coherence.

Investment
- $30,000/year
- Leadership commitment
- Compliance resource
- People + Culture Resource

Wins!
110 million/yr
- Financial license at risk
- High burnout of “rain makers”
- Stronger foundations for M&A growth
-

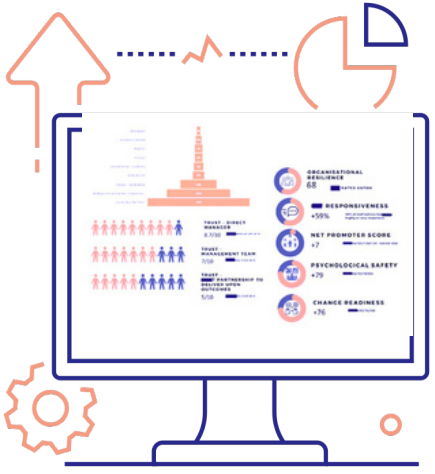
Community Impact
- Regional and remote area supports
- National reach
- Wealth advisors to community

Risk Mitigation
- Physical risks
- Bullying and Harassment
- Psychosocial hazards
- Complaints
- Changes in scheduling and rostiering
- Escalation changes
- Leadership training
- Fair Work, Anti-Discrimination & WHS compliance

Interventions
- **Compliance Audit**
- **People and Culture Audit**
- **Policies and Procedures audit**
- **Training on People Analytics**
- **Training on interventions**
- **Investigations**

Output
- Full complliance audit
- Road map to compliance
- Project plan with resourcing
- External validation
- External training
- Ongoing support

8 weeks
turnaround



INSIGHTS + OUTCOMES
Case Study 6 - Defence - Security monitoring

Founder resilience
High levels of resilience.
IT Development risk - low levels of organisational resilience
Strong networks and reputation in manfucturing

Risk Aversion
- Security and governance on IT development
- Low Operational efficiencies
- Preorders to trial products
- Rebranding

Market Readiness Score - Consumers
14 → 52

$ Financial runway
- Financial remodeling as manufacturer
- Distribution networks established
- Preorders based on identified partnerships

Preorders
200 per month

Market Readiness Score - Distributors
12 → 62

Losses - poor development governance
$1.2million year one.

Distribution partners in first quarter
27%

go to market strategy in US and Australia
18 weeks

Investor relationships
- Better insights for potential investors
- More visibility of resource allocation
- Validation of market assumptions
- Better decision making
- Operational efficiencies
- Removal of poor “investors” from board

Behavioural analytics.
Uncovered significant number of beahavioural barriers in the end user segment.

Identified new channels to market that were highly motivated.

INSIGHTS + OUTCOMES
Valid8 Innovations Methodology + Diagnostics

Founder resilience
Founder and team resilience and psychological safety is critical to high performing teams. WIthout psychological safety with founders, advisory and boards we find many poor decisions based on poor assumptions and biases and conflicting motivations.

$ Financial runway
- Investor confidence
- Attraction of investment
- Efficiencies with operational costs and resources
- Targeted marketing
- Identification of optimised distribution channels
- Revised business models
- Pricing models
- Supply chain certainty

Avoided losses
$ 122milion

estimated avoided losses in the past 2 years.

Investor relationships
- Better insights for investors
- More visibility of resource allocation
- Validation of market assumptions
- Better decision making
- Operational efficiencies
- Removal of poor “investors” from board

Risk Aversion
- Validation of
- Customer markets
- Team psychological safety
- Consumer marketing
- Go to market strategies
- Compliance and regulatory review
- Customer Journey Mapping
- Resource optimizaion
- Technology platfroms

Industries
- Agriculture
- Cyber Security/Encryption
- Energy Saving engineering process for large scale cooling and refrigeration
- Renewable energy lighting/monitors
- Blockchain technology
- Online platform for tenders
- Remote health delivery
- Cryptocurrency products (tax)
- Hedge trading algorithm
- Bluesky design in plumbing, bathrooms
- Online education
- Government services
- Security tracking and monitoring

Behavioural analytics.
- Proposals
- Investor briefings
- Stakeholder relationships
- Customer motivations
- Team motivations
- Founder “readiness”
- Communications

Market Readiness Score - Consumers
34 → 98

Market Readiness Score - Distributors
12 → 98

Market Readiness Score - Pricing Strategy
2 → 98

24 - 34

turnaround on average

weeks

Let’s connect.

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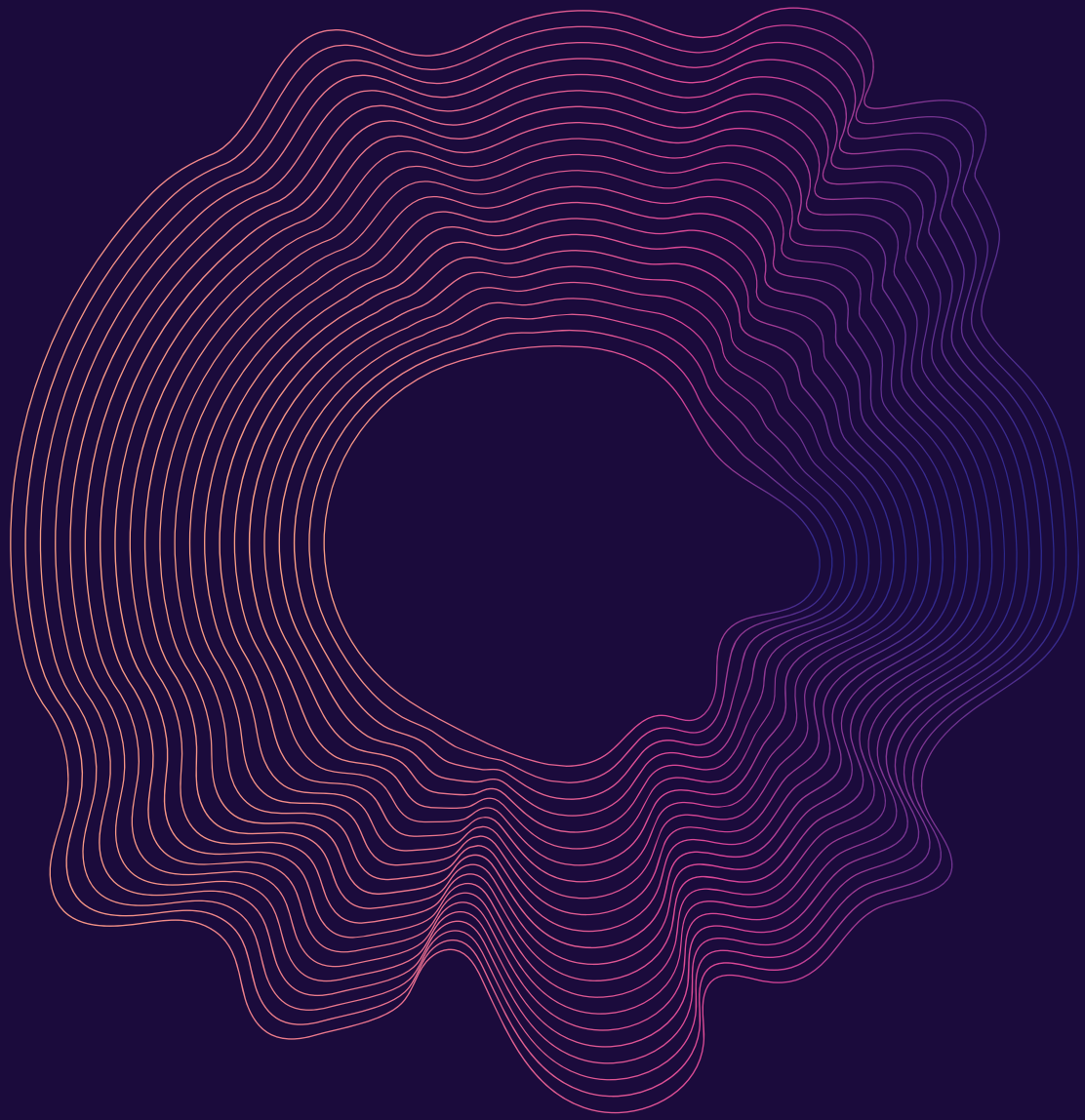
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