

## CASE STUDY

# Sustainable Employee Development and Turnover Reduction in the Service & Repair Industry



## ARTEK

Für Küche und Waschraum

**Industry:** Service, Trade & Kitchen Construction

**Location:** Switzerland (different locations)

**Number of employees:** ≤100

**Go-Live with FLOWIT:** 2021

### Initial Situation:

ARTEK AG, specializing in household appliance repairs and kitchen construction, faced challenges in ensuring continuous employee development and satisfaction to reduce rising turnover rates. Due to labor shortages, ARTEK sought a solution to enhance team skills and retain valuable employees long-term.

### Solution:

ARTEK implemented FLOWIT as a comprehensive employee development tool to foster motivation and career growth. Using data-driven modules, personalized measures were tailored to the specific needs of the teams.

#### Engagement Module:

ARTEK used FLOWIT's pulse surveys to measure motivation and satisfaction. AI analysis identified problem areas early, allowing ARTEK to implement targeted improvements in working conditions.

#### Performance Module:

Technicians and customer service employees used competency cards to define development goals and receive continuous feedback, leading to measurable improvements in both technical and communication skills.

#### Growth Module:

Through the FLOWIT Academy, ARTEK improved knowledge transfer efficiency and quality within the company, significantly enhancing service quality in daily operations.

### Results:

#### 1. Significant Reduction in Employee Turnover:

With higher satisfaction and engagement, ARTEK **reduced turnover by 55.4%**. FLOWIT helped understand and support employees' needs, leading to stronger employee retention.

#### 2. Rehiring of Former Employees:

Higher employee satisfaction led to current employees **positively influencing former colleagues**, encouraging some to return to ARTEK. The new feedback and development structures made the company attractive again.

#### 3. Increased Service Quality:

The targeted upskilling of technicians and customer service employees increased service quality and **reduced repeat repairs, leading to higher customer satisfaction**.



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### 4. Increased Engagement:

Pulse surveys showed a **28% increase in employee motivation and a 34% increase in engagement**. Personalized development goals and continuous feedback enhanced employee appreciation and participation.

### 5. Revenue Growth & Efficiency Gains:

The **enhanced service quality and higher engagement led to a 20% revenue increase**, significantly exceeding the industry average.

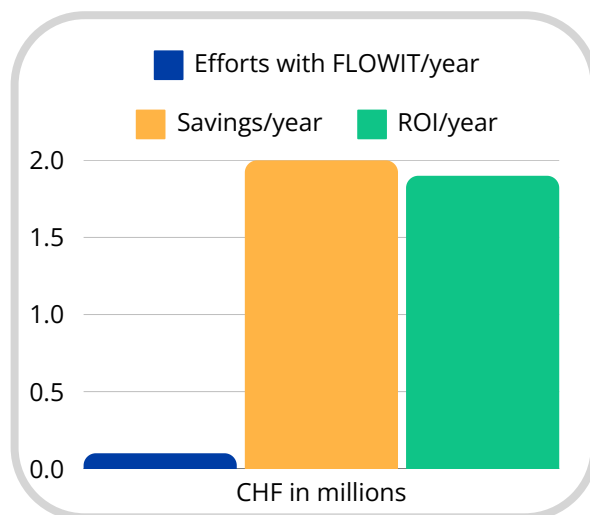
**The administrative and time effort for employee discussions was reduced by 75%.**

### ROI Calculation:

The annual recurring license costs for ARTEK AG amount to approximately CHF 25,000. Additional internal costs of CHF 75,000 were considered for content creation and initial coordination of new processes.

The **cost of a single unwanted employee turnover** is estimated based on an annual salary plus social costs, averaging **CHF 100,000** at ARTEK.

**Effectively the turnover decreased by 28.7%.**



$$\text{ROI} = \frac{(\text{CHF } 2\text{m} - \text{CHF } 0.1\text{m})}{\text{CHF } 0.1\text{m}} \times 100 = 1'900\%$$

“Thanks to FLOWIT, we now have a real-time pulse check at our fingertips and have shifted from a reactive to a proactive mode. Since then, labor shortages in our industry are no longer an issue for us.”



**Alesix Yanez**  
CEO, ARTEK