

Criteria	Yes	No	Don't Know
Quality - The Questions			
Q1. Are the survey questions based solidly on empirical research on staff turnover and retention (turnover and retention are slightly different issues)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q2. Do the authors of the survey questions have a depth of experience in HR and has this been integrated into the survey structure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q3. Have you captured the reasons that actually CAUSED people to decide to leave or have you muddled these reasons in with things they just didn't like much? The difference is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4. Is enough information collected to allow you to analyse the data down the track in ways that will guide targeted effort?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q5. Have you gathered enough information on the quality of management in your organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6. How many questions are there?			
Quality – Internal Consistency			
Q7. Can a Departer do a “quick and dirty” on the exit data by going through and giving identical ratings to every question without any thought?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q8. As an example, can a Departer leave out “quality of management” as a reason for leaving and then go and give text comments saying that they strongly disliked their manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q9. Can a Departer give good feedback on the organisation as a whole but then say that they wouldn't re-join it even if an appropriate position became available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality – Honesty of Responses			
Q10. How does your exit interview process assure Departers of anonymity if they feel they need it? How water tight is this?			
Response Rates			
Q11. What proportion of Departers complete exit interviews?			
Intelligence Gained			
Q12. Does the service provide quantitative data (numerical ratings) as well as qualitative data (comments)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q13. From reading the Exit Reports, are the top 1 or 2 staff turnover issues and their relative impact clear (hint: neither a list of reasons nor a ranking of reasons reveal their relative impact)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q14. Is it clear what needs to be done (what initiatives are needed to address the issues)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q15. Are you sure that the "reasons for leaving" actually CAUSED people to leave or could they just be things they didn't like much?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q16. Can you report the data in a way that allows you to "drill down" and see what's going on in various part of the organisation or for various sub-groups of people? (eg. reasons for leaving for those with less than 1 year's service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q17. Can you report the data according to specific answers to specific questions? (eg. management quality as rated by those who said they would "definitely not" return to the organisation).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value			
Q18. Am I being charged only for what I use (versus, for example being charged a flat fee regardless of how much I use the service)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q19. Is the price reasonable considering the safeguards in place to ensure high quality data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q20. Is the price reasonable relative to the cost of staff turnover in your organisation? (A conservative rule of thumb to calculate the cost of staff turnover is 1 x annual salary of Departers.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>