GLOBAL TECHNICIAN SUCCESS DRIVERS ASSESSMENT

OVERVIEW AND SAMPLE QUESTIONS



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PROCTER & GAMBLE

CINCINNATI, OH 45202

U.S.A.



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| How to Use This Document  The purpose of this document is to help you understand the rules for answering the Global Technician Success Drivers Assessment by giving you: |
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| * The exact instructions that you will receive when taking the actual Global Technician Success Drivers Assessment |
| * Suggestions and strategies that can help when you answer the actual Global Technician Success Drivers Assessment |
| * Practice on questions similar to those on the actual Global Technician Success Drivers Assessment |

On the next page, you will find the exact instructions that you will receive when taking the actual Global Technician Success Drivers Assessment. We are providing you with these instructions so that you can understand what will be expected of you when you take the actual Success Drivers Assessment.

Please review these instructions now and then move on to the Suggestions for *Completing the Global Success Drivers Assessment*and *Example Questions*sections.

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Overview and Instructions

Procter & Gamble is committed to assessing, thoroughly and objectively, each applicant's abilities in areas important for success at P&G. This comprehensive assessment allows us to examine many aspects of your background and experiences in order to fully and fairly consider how well your personal profile matches our needs.

For this assessment, we are asking you to provide facts on your background and interests, as well as how you would behave in several situations that may be faced by Technicians at P&G. Be sure that your answers accurately describe you and your interests - - the information you provide will be used throughout the employment process.

We appreciate your interest in Procter & Gamble, and are pleased to have this opportunity to learn more about you.

Please read the following before moving on to the questions:

This assessment is available in many languages. **You should complete this assessment in the language you can read best.**If you can read some other language better than the one provided**,** YOU MUST INFORM US BEFORE YOU BEGIN COMPLETING THIS ASSESSMENT. We will then try to provide the assessment in the language you can read best.

If you need special assistance or a change from the standard testing procedure in order for the result of this assessment to properly reflect you and your interests, YOU MUST INFORM US BEFORE YOU BEGIN COMPLETING THIS ASSESSMENT. Please be prepared to describe the particular kind of assistance or change you believe is necessary.

Marking the answer sheet

In addition to this assessment booklet, you have been provided with a separate answer sheet. Please mark your responses on this answer sheet and not on this assessment booklet.

For each question, mark only the **one**option that you believe best describes you. In the example below, the selected option is C and should be marked as shown:



Please be sure to provide a response for each question. If you do not provide a response to 15 or more questions, we will not have enough information to score your test and will consider the test invalid.

Test length and timing

There are a total of 56 questions on this assessment and there is no time limit. You may begin answering the questions whenever you are ready.

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| Suggestions for Completing the  Global Technician Success Drivers Assessment  Recent research has indicated that the following practices will ensure you receive the most accurate score on the Global Technician Success Drivers Assessment. These practices include some you ***should***do, and some you ***should not***do. |
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| **Practices you SHOULD DO to ensure an accurate score on the Success Drivers Assessment:** |
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| * Answer the questions in a way that best describes you and your experiences. |
| * Take your time working through the questions – the test is untimed, so there is no need to rush |
| * Eliminate answers from consideration that you know are not true of you and choose from among the remaining answers. |
| * Mark an answer to every question– there is no penalty for incorrect answers. |
| * Review you answers after you have been through all of the questions and make sure you have accurately completed the answer sheet. |
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| **Practices you SHOULD NOT DO to ensure an accurate score on the Success Drivers Assessment:** |
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| * Do not be too humble or modest in your answers – be sure to take appropriate credit for your experiences and success. |
| * However, do not answer in a way that is not true of you as your answers will be verified through interviews if you move forward in the hiring process. |
| * Do not spend time considering an answer that is not one of the answer choices. |
| * Do not spend time verifying your answers until you have already answered every question. |

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Example Questions

Section 1

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| --- | --- |
| 1. **Which of these do you consider to be the most important in trying to solve problems?** 2. Analyzing information 3. Thinking creatively 4. Formulating alternative actions 5. Being well-informed 6. Focusing on the key issues 7. Probing for more information | 1. **When do you do your best work?** 2. When instructions are clear 3. When working alone 4. When there are no interruptions 5. When under pressure 6. When you really feel like working 7. None of these |
| 1. **Compared to co-workers in your current or previous job, how often have you been recognized for developing good ideas?** 2. Much more often than others 3. More often than others 4. About as often as others 5. Less often than others | 1. **Compared to others, how well do you create ideas for improving things?** 2. Much better than most 3. Somewhat better than most 4. About as well as others 5. Not as well as others 6. Much worse than others |
| 1. **How often have you been able to modify a tool, machine or other device to improve its function?** 2. Many times 3. A few times 4. Maybe once or twice 5. Never 6. Do not know | 1. **How effective are you in persuading others to accept your point of view in a group discussion?** 2. Extremely effective 3. Very effective 4. Somewhat effective 5. Not very effective 6. Not at all effective |

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Section 2

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| --- | --- | --- | --- | --- | --- |
| **Please use the scale to the right to rate how accurately the following statements describe you.** | **Very Inaccurate** | **Moderately Inaccurate** | **Neither Inaccurate nor Accurate** | **Moderately Accurate** | **Very Accurate** |
| 1. **Check over my work** | **A** | **B** | **C** | **D** | **E** |
| 1. **Listen to understand others** | **A** | **B** | **C** | **D** | **E** |
| 1. **Have difficulty starting tasks** | **A** | **B** | **C** | **D** | **E** |
| 1. **Work on improving myself** | **A** | **B** | **C** | **D** | **E** |
| 1. **Find it difficult to cope with shifting work goals** | **A** | **B** | **C** | **D** | **E** |

Section 3

In this section, you will be provided with several situations which may be faced by our Technicians. After reading through each situation, please mark the oneresponse that represents what you would Most Likely do in each situation.

Remember, your responses will be used throughout the employment process. Therefore, your responses should accurately reflect what you would Most Likelydo in each situation.

1. **A batch of defective products was just returned to your work group. Your supervisor assumes the new hire made the products and disciplines him accordingly. You know the defects were your mistake. What would you most likely do?**
2. Don’t say anything. The new hire was not fired, so there is no real harm.
3. Admit the mistake to your supervisor.
4. Do not admit the mistake, but ask your supervisor to take it easy on the new guy.
5. Do not admit the mistake, but volunteer to fix the problem, even if it means working on your own time.
6. Tell the new hire to quit because he should not have to take that kind of treatment if he did not make the mistake.

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1. **Over the last few weeks, you have noticed problems with the system you use to track shipments from the plants to your customers. As you are thinking through the best solution to this situation, you learn about other locations within the company that are experiencing the same problems with tracking shipments. You think it would be a good idea to identify a team of people to discuss the issue and to propose a system improvement for broader use in the company. As per your idea, the team was identified and is ready for the first meeting. What would you most likely do?**
2. Clearly define the issue and determine which solution you would recommend.
3. Meet with your supervisor to discuss your preferred solution.
4. Research potential solutions.
5. Nothing; use the meeting to work a solution jointly with the established team.

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1. **Recently, you have noticed a performance problem with one of your team members. The team member has repeatedly been making the same mistake when completing customer orders, causing shipments to be delayed. Upon further investigation, you find that the same mistake has been made by other team members as well, and is probably due to a confusing interface in one part of the ordering system. What would you most likely do?**
2. Tell your supervisorabout the recurring mistake by the team member, and suggest that the team member attend the system training session again.
3. Tell your team member that he has made the same mistake a number of times, and that it is going to significantly impact customer satisfaction if it continues to occur.
4. Tell your team member about the situation with the customer, explain that it was caused by a mistake he made that has also been made by a number of other people, and explain how to do it correctly.
5. Do not talk to your team member about the mistake since it is clearly a problem with the ordering system rather than the users of the system.

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1. **When you arrive at work to begin your shift, you realize that the team working before you has not prepared the line for your team to take over. The maintenance and activities during the shift have not been documented and it is unclear what actions are needed to make the production line run smoothly. The previous team is already leaving the floor. What would you most likely do?**
2. Make sure that the line supervisor is aware of the lack of preparation by the previous shift.
3. Catch up to one or more of the employees from the previous shift to clarify the maintenance that occurred during the shift.
4. Examine the line to determine what actions are needed; hopefully you will be able to tell where maintenance is necessary.
5. Assume that the line is in the same condition as it is most days when you begin work.
6. Wait for your supervisor to check into the last team’s shift and tell you what is needed.

***END***

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