

The Dependability and Safety Instrument

Fact Sheet

A short pre-screening tool for many key roles, particularly suited to front-line customer facing and operational roles.

The Dependability and Safety Instrument picks up on key behaviours important in the work place.

Designed as a pre-screening tool for many key roles it is particularly suited to front-line customer facing and operational roles. It has been validated in the following sectors:

- Retail
- Transport
- Industry
- Hospitality
- Production

What it measures

It has been specifically designed to identify potential employees who will have **good attendance records**, be **effective and positive team members**, and who can be relied on to **produce good quality work** as well as be **more customer focused** and, in safety critical environments, **less accident prone**.

How the Instrument works

Delivered either over the **telephone, online** or **paper & pencil** it can be easily integrated into a recruitment system.

It takes only 5 to 6 minutes to complete and a single score is output - the Dependability and Safety Instrument.

Candidates are asked to select from two statements the one that is most like them at work. For example, **'I like to get every detail right'** or **'I generally have lots of ideas'**.

The questionnaire has been designed so that Line Managers can administer, score and interpret this tool with minimal or no support.

Industry validation

Retail (Sales assistants)

- ✓ High scoring applicants (top 30%) compared to low scoring applicants:
 - Are nearly twice as likely to be **the most productive** workers
 - Are twice as likely to be rated **highly for customer service**

Industry (Apprentices) and Train Drivers

- ✓ Higher scoring applicants (top 30%) compared to low scoring applicants:
 - Are seen by managers as being **3 to 4 times safer**

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