



# Mitsubishi Electric Trane US

Heating Up a Winning Culture with Engagement Surveys



## About Mitsubishi Electric Trane US

Mitsubishi Electric Trane HVAC US (METUS) is a leading supplier of Ductless and Ducted Mini-split and Variable Refrigerant Flow (VRF) heat-pump and air-conditioning systems for residential and commercial applications. Their all-electric systems provide efficiently zoned cooling and heating operations and help contribute to a lower-carbon society. In 2018, Mitsubishi Electric and Trane Technologies joined forces to make commercial and residential properties in North America and Latin America much more comfortable, healthy, and sustainable.

METUS is at the forefront of the electrification trend growing rapidly in America and has a 600-strong employee force. The company headquarters is in Suwanee, Georgia, while the bulk of its workforce is grouped in six business units across the U.S. providing support in service, sales, marketing, and operations. METUS is responsible for promoting, selling, and distributing products made in Mexico, Japan, Thailand, and China.



### About Mitsubishi Electric Trane US

<https://metahvac.com>

#### Industry

HVAC

#### Locations

Suwanee, GA and various locations across the US

#### Team Members

600+

#### Mission

Our mission is to provide personal comfort to our customers and create prosperous communities where we live and work.

#### Solutions used

Employee Engagement Survey

## Recognizing Employee Talent

Being a part of a company that values its people and emphasizes a winning culture, in 2019 the leadership team at METUS sought a way to demonstrate its appreciation and recognition for employee talent. To do so, their leaders decided to conduct an employee engagement survey.

With the survey, METUS wanted to establish a baseline of employees' perspectives on several topics and highlight areas where the company was excelling. The leadership team also wanted to understand perceptions around areas of improvement.



**“DecisionWise provided an end-to-end solution. The staff at DecisionWise were real thought partners for us. We were looking beyond just a platform.”**

–Michelle Thomas, Vice President, Human Resources, METUS

## A Comprehensive Solution

During their search for a research consultant to help measure and track employee engagement, METUS ultimately selected DecisionWise as their preferred agency partner.

“DecisionWise provided an end-to-end solution.” said Michelle Thomas, vice president, human resources, METUS. “The staff at DecisionWise were real thought partners for us. We were looking beyond just a platform.”

METUS needed a system to guide them through every stage of the feedback process—from pre-planning to execution, reporting, and, most importantly, deciding what actions to take.



**“The continued support, expertise, and consistency of the project management and consulting teams have been very helpful.”**

–Michelle Thomas, Vice President, Human Resources, METUS

## Beyond Data Collection

“The experience has been excellent!” Thomas said about working with DecisionWise.

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In preparation for an offsite leadership conference in August, Thomas assembled reports from previous surveys and called on DecisionWise to help translate the data into meaningful information.

DecisionWise goes beyond data collection. The specificity, details, and recommendations in the survey reports have been highly beneficial to METUS management. They also use the DecisionWise action planning tool to help their teams prioritize areas to drive real change.




## Sustaining a Winning Culture

METUS is encouraged by its employees' high engagement scores and level of participation. The past three surveys have achieved a remarkable 88% engagement rate or higher, placing METUS in the top 10% of companies its size for engagement. DecisionWise has been instrumental in helping METUS measure and interpret the high engagement and advising its leaders on how to sustain these results over the last three years.

METUS management sees an opportunity to help employees recognize how their initiatives are impacting the positive engagement results. METUS may take advantage of a DecisionWise pulse survey this year to poll employees regarding management's efforts to turn their feedback into positive actions.

"We've really enjoyed the partnership and all the support that we've gotten from DecisionWise," said Thomas. "This is important to our organization. Winning culture is one of our top strategic objectives and DecisionWise has given us information and suggestions to really leverage our people."

## Explore DecisionWise Products and Services

 <b>Employee Engagement Surveys</b>	 <b>Employee Lifecycle Surveys</b>	 <b>Spectiv by DecisionWise for 360 Feedback</b>
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For more information email us at [info@decisionwise.com](mailto:info@decisionwise.com)