



 decisionwise



Southern Champion Tray

Championing a Better Team Member Experience



Intro

Southern Champion Tray (SCT) is a family-owned manufacturing company, that has served thousands of businesses in the United States and around the world for over 95 years. It is a leading provider of quality paperboard packaging products for the bakery, food service, and custom retail industries and employs over 900 people across the United States.

Investing in Its Team Members

As a highly value-driven and people-focused organization, Southern Champion's leaders are constantly seeking opportunities to invest in their team members holistically, both inside and outside of the workplace.

As such, they began searching for a tool that would provide honest and valuable feedback from their team members. They knew they wanted three things: confidentiality in the results, data-validated questions, and benchmarks, specifically to compare to other manufacturing companies.



About Southern Champion Tray

<https://www.sctray.com/>

Industry

Manufacturing

Locations

Chattanooga, TN; Mansfield, TX;
Fairfield, OH

Team Members

900+

Mission

We exist to serve customers with great packaging and distinctive service in ways that value people and glorify God.

Solutions used

Employee Engagement Survey

Partnering with DecisionWise

After speaking with several vendors, they discovered that the majority of them could meet these requirements. However, DecisionWise stood out to them because of the partnership it provided.

T. W. Francescon, Jr., Director of People, Culture, and Community, said, “when we met with DecisionWise, we were impressed with their humility, knowledge, experience, and background, and how they come up with questions and interpret data” as well as “partnering with us moving forward on how we take action from the results of the survey.”



“We found DecisionWise to be very patient with us.”

–T. W. Francescon, Jr., Director of People, Culture, and Community

Guidance From Start to Finish

In 2019, SCT administered its first DecisionWise engagement survey. Figuring out a new process is never easy and administering a survey for the first time can be intimidating. SCT was no exception to these challenges.

“We found DecisionWise to be very patient with us,” said Francescon.

DecisionWise guided SCT throughout the entire survey process. The client delivery team at DecisionWise patiently answered many questions, provided timely feedback, determined appropriate survey questions, and carefully consulted with its leaders on implementing team member feedback.

Ensuring Leadership Buy-in

The leadership and HR team at SCT have been highly involved in each survey and take feedback very seriously. They found the post-survey leadership summit DecisionWise facilitated with their senior leaders to be valuable in getting buy-in and all their leaders on board in administering lasting changes.

“It’s not been easy sometimes facilitating a discussion with a large group. We have found DecisionWise to be a knowledgeable enough partner, but also be flexible enough...which has been helpful for us.” T. W. said.



Overall satisfaction has gone up **8 points** and engagement has gone up **9 points** since 2019.



“We are DecisionWise fans, we want to continue partnering with you.”

-T. W. Francescon, Jr., Director of People, Culture, and Community


The Pay Off

Southern Champion Tray has completed two additional surveys since 2019 with **overall satisfaction increasing by eight points** and **engagement by nine points**. Engagement scores improved in every category.


Using the ongoing engagement survey, SCT leaders discovered areas for improvement that they were previously unaware of. This process enabled SCT to communicate to its team members that their feedback is valued. Its partnership with DecisionWise has empowered its leaders in championing a better team member experience.

“We are DecisionWise fans,” said Francescon. “We want to continue partnering with you.”


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