

# Identifying productive, safe and *reliable employees*

## The Dependability and Safety Instrument

The Dependability and Safety Instrument (DSI) is designed to be used at the start of your normal recruitment process to identify those applicants who are more likely to have good attendance records, be effective and positive team members, and be more safety conscious.

### The advantages of using DSI are:

- Fewer days are likely to be lost due to absenteeism
- You will spend less time managing poor performance
- Your organisation will deliver a higher level of customer service
- There are likely to be less accidents at work

### When should I use DSI?

DSI can be used for a range of roles from front-line customer service to operational roles. It is therefore particularly relevant in the following industry sectors:

- Retail
- Transport
- Hospitality
- Heavy industry
- Construction
- Production

### How does it work?

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

The test itself contains 18 pairs of work-related statements. 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".

### Key information:

**DSI is quick and easy to interpret.**

**There is just one single score output.**

**No formal training required, making it ideal for use by line managers.**

**It takes just 5 minutes to complete.**

**It is available online or via Paper and Pencil and can even be administered over the telephone.**

### Simple output

The output score indicates the likelihood that a candidate will be a safe, reliable and productive employee on a scale of "Very high risk" to "Low risk".

With DSI, SHL can help your organisation overcome serious business issues like:

Absenteeism	The world's leading supplier of security services recognised the cost of absenteeism to their business, particularly in their driver and cash handler teams. Using DSI, they showed that those with a 'below average' DSI score were more than six times as likely to be absent without authorisation.
Customer Service	Screened against the competencies set out by Vodafone UK, high scoring participants were three times more likely to be client focused; over ten times more likely to comply with company policies and procedures; and four times more likely to cope with pressure and be reliable.
Health & Safety	By using DSI as part of their recruitment process Qantas are able to have a more holistic approach to identifying those applicants, for the apprentice aircraft maintenance engineer role, who are most likely to be reliable and safety conscious in the workplace. Going forward, Qantas will implement this new tool as part of a larger initiative to help reduce workplace accidents and time lost on injuries.

### Dependability and safety concerns

The annual cost of absenteeism to UK businesses is estimated by the Confederation of British Industry (CBI) at £13.2bn (CBI Absence Survey – May 2008).

The CBI also estimates that indirect costs, such as lower customer satisfaction add a further £6.7bn to the total, raising the overall cost of absenteeism to £19.9bn (CBI Absence Survey – May 2008).

The Health and Safety Executive (HSE) estimates the cost to UK Business of work related accidents at £3.9 billion - £7.8 billion, with over 32 million working days lost on an annual basis. What's more, it is estimated that approximately 70% of accident causation in industrial environments can be attributed to human factors (HSE – Key Statistics 2007/08).

For more information about the Dependability and Safety Instrument, please speak to your SHL account manager or go to [www.shl.com](http://www.shl.com)



More than  
*30 years*  
leading the  
people  
assessment  
market

Organisations that understand and maximize their people's potential achieve outstanding results. SHL gives you the insights to make better decisions about your people.

**We call this People Intelligence,  
Business Results.**