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BIRMINGHAM BUSINESS JOURNAL

JUNE 17, 2011
VOL. 28 NO. 28 \$2.00



LARGE COMPANIES: 250+ EMPLOYEES

IMS

What is your strategy to provide a Best Place to Work? Training, for many of our employees, has transformed a job into a career. Many of our technicians are hired with no experience repairing surgical instruments, which can be quite complex, requiring precise placement of extremely small components and working under microscopes.

What inspired you to improve your workplace? Our employees are the reason for our success, so of course we want to provide a positive work environment for them and the benefits that matter to them and their families.

How do you provide a better workplace? Listening.

Our CEO periodically has lunch with groups of employees to hear what's on their minds. We have an employee relations line where employees can express their concerns confidentially. We opened onsite exercise facilities because employees said they didn't have time to work out.

How do you gauge employee satisfaction? We look at retention, referrals, informal feedback, surveys and customer feedback. You can also get a sense of how happy employees are by how they



Gene Robinson
CEO

work with each other.

What key abilities do you want in your workforce? Communication, decision-making and problem-solving skills. We also search for employees who can embrace our corporate values. Integrity, excellence, initiative, collaboration and loyalty are at the heart of our business model.

What incentives do you provide? Employees are recognized for their years of service, and our Partnership in Profit program enables them to share in IMS' success.

Why is it important to provide a good place to work? IMS' prime directive is "Act as if your loved one is on the table." To our 850 employees nationwide, this means doing whatever it takes to ensure that when the patient is on the operating table, the instruments are ready and functioning properly. Because our work has an impact on patient safety, we must hire and retain the very best people. That is why IMS must be a Best Place to Work.

'TRAINING, FOR many of our employees, has transformed a job into a career.'

Gene Robinson
CEO

'I'M HAVING A CHANCE TO GROW professionally, not to mention I love the unusual employee perks like providing fresh fruit and 30 minutes a day for employees to work out.' – Sally Hartley Williams, *corporate software*