



How Carlex Glass builds better internal communication and keeps work sites safe with SurveyMonkey



70%  
response  
rate

\$9,000  
in daily overtime  
saved

17,000+  
responses  
collected

#### THE CHALLENGE

### Managing daily health checks for thousands of employees at multiple work sites

Carlex Glass, a subsidiary of Japan's Central Glass, faced a daunting prospect in April 2020: implementing a COVID-19 employee check-in process that would allow the company's 6 plants to get back up to full capacity as soon as possible. Carlex manufactures glass for major players in the automotive industry, including suppliers of aftermarket products. The company had to account for 1,800 employees each day. Implementing a new process seemed detrimental to profits and productivity at best – and at worst, near impossible.

Asking hundreds of employees every morning about their symptoms or exposure concerns would be a cumbersome process requiring multiple staff members to monitor checkpoints and try to keep



“SurveyMonkey has created more efficiency in our return-to-work process and a better means of communication with our team members. The ROI has been amazing.”

Bill Walker, Chief Information Officer

things moving. Bill Walker, chief information officer at Carlex Glass, suggested moving away from the idea of a fully in-person check-in procedure and leveraging an online survey process instead.

Carlex faced an additional layer of complication in that the company didn't have a consistent method in place for communicating with employees en masse, many of whom don't have Carlex emails.

#### THE SOLUTION

### Keeping business flowing and employees informed

Carlex first attacked the need to disseminate information about the company's COVID-19 response and reopening plans. The company leveraged SurveyMonkey as an information tool to send employees a digital packet of information.

Carlex also sent out a Team Member Info Update Survey to begin building a stronger foundation of employee contact information moving forward, setting the company up for the next phase of the project.

Employees were then sent a "Return to Work" survey that included four questions built around CDC guidelines. If an employee answers yes to any of the symptom questions, they are asked to not come into work. Key teams, including Carlex's Pandemic Oversight Committee and HR department, receive reports at 7am each day through SurveyMonkey, letting them know which employees need to be contacted about next steps.

#### THE TAKEAWAY

### Securing work sites and a significant ROI

The initial round of surveys saw high response rates around 70%, and the company has collected over 17,000 responses to date, Bill says. The strong response enabled the company to get up to full capacity quickly and maintain safety procedures in the following months.

The efforts have created a more consistent routine of employee communication, strengthening internal messaging and awareness. Bill says that level of internal communication wouldn't have been possible with a fully in-person check-in process and points to significant savings in time and investment, including some \$9,000 savings everyday in overtime alone.

**Organization:**

Carlex Glass

**Strategic goal:**

Assess employees' COVID-19 risk factors  
Keep business moving efficiently  
Strengthening internal communication

**Solution:**

Enterprise

**Success factors:**

High response rates  
Process that doesn't diminish productivity  
Major cost and time savings

Learn more at [surveymonkey.com/Enterprise](https://surveymonkey.com/Enterprise)