

Best Employer : DLGL!

The business magazine Affaires Plus organized a hunt for the Best Employers in Quebec for 2002. The competition was conducted jointly with Watson Wyatt, responsible for the actual administration of the contest, the evaluation methodology and the selection of the finalists.

A prestigious jury then had to determine which companies would reach the podium. There were three distinct categories based upon the size of the organization. The jury members were as follows: Richard Drouin, President of the Board University of Laval, Richard Pound, Chancellor of McGill University, Yvon Boudreau, Associate Deputy Minister of Employment, André Brisson, Chancellor of University of Montreal, and Florent Francoeur, CEO of l'Ordre des conseillers en ressources humaines et en relations industrielles agréées du Québec.

In its category, DLGL won the award of Best Employer. All at DLGL are honored and very proud.

The evaluation methodology was based on an elaborate questionnaire answered by 72% of the employees and management, a tool used by Watson Wyatt in the normal course of its affairs, and hence very well validated statistically. The questions aimed at measuring how the employees and management rated the organization on eight different aspects, with a ninth one being the level of "engagement" of all the respondents.

In a non-hierarchical, matrix-based, titleless organization, such a sounding gathers an opinion of the group on itself, not on a third distinct entity. This can be seen in the very high scores such as 4.80 on 5.00 with regards to "engagement", of 4.77 on "work environment", 4.73 on "leadership and efficiency", 4.71 on the "decision process". These aspects do not appear from up, down, or sideways; they are a biosphere in which people work, "engaged" one towards the other, being the "environment" of one another, exercising moral "leadership" based on competency on one another.

In such a context, the role of a classically defined organization is to not exist, as much as possible, to disappear in favor of the culture; that's why there is no controller at DLGL, no purchaser, no director of HR or anything else, no titles, no org charts, in a context of "Presumption of Competence and Honesty".

In 1998, the International Association for Human Resource Information Management (IHRIM) awarded DLGL the Best Vendor Award, internationally. In 2002, it's the Best Employer. If it ever happened that growth would prevent these qualities to remain true in the minds and hearts of all those who work here, it should be stopped. But I am convinced like never before that controlled growth will not threaten the solidity of a culture which will allow us to continue to pursue the goal of being the best supplier for each client, not the largest in the market, without sacrificing the happiness of the members of the group.

Thanks to Affaires PLUS, Watson Wyatt, the jury, to all our clients who continue to express their confidence and to all the group of one another here, from each and everyone here.

Jacques Guénette

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