

**A SELECTION of QUOTES (edited for clarity)  
from the FOLLOW-UP INTERVIEWS (2015)  
with WORKER CO-OPS who USED the CO-OP INDEX in the PAST 5 YEARS**

*"Because of the report, we implemented very extensive training with our members. This led to the members of the board wanting to be much more engaged in the management of the co-op, and in fact, to all members wanting to be more engaged."*

*" Using the tool made the co-op realize we needed to buckle down and address some issues that had been left unaddressed for a while."*

*"For most of the areas that the Index highlighted as being problematic, the committee was aware there were issues, and in some cases already working on the issues. But the Co-op Index was a tool that helped **legitimize** the fact that these issues existed, and helped to support and encourage the work that was being done. The Index allowed us to put numbers to 'what we'd been hearing in the hallways.' It also gave the group an opportunity to talk about the issues together."*

*"In our situation it was very affirming to see that our members came out of the final report session quite 'pumped up' - we now had concrete information to show that we weren't doing too badly. While we had some things to work on, the report helped us take stock of all that we had accomplished over the years."*

*" It was quite an empowering experience – it worked really well in our co-op. Many of the changes that we made came out of the report."*

*" We used the tool 6 years ago and it continues to be a reference document for us. We still go back to it often. It provides us with some clarity as well as recommendations for the future."*

*"The Co-op Index really highlighted to what degree there is a perception that exists in our co-op, between the level of engagement of the 'white collar' and 'blue collar' workers - i.e. that production (blue collar) workers don't have as much involvement in shaping their co-op.*

*The Co-op Index made it clear that we needed to dig down into that perception and address it. Now, the co-op holds full team meetings where they shut down production and talk about how production workers' engagement with the rest of the organization can be improved."*

*"Two of the new (member-track) employees who had just been hired ended up standing up at the meeting where the results were presented, and commenting on just how **inspiring** it was to see the co-op working on these issues, and to see that the co-op's members were not intimidated by all the things that needed improvement.*

*The new employees said it was really positive and compelling for them-- most of whom work remotely -- to be there and hear in person what was challenging in the co-op, what was working well."*