HOW TO CAPTURE THOUSANDS OF EMPLOYEE IDEAS & SUGGESTIONS
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https://www.chartcourse.com/handouts/
CHART YOUR COURSE INTERNATIONAL

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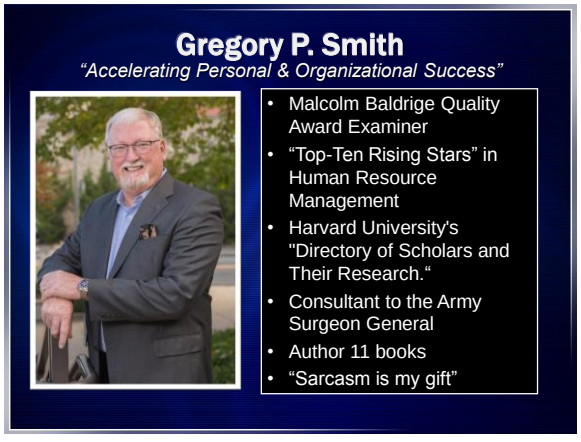
Gregory P. Smith
"Accelerating Personal & Organizational Success"
• Malcolm Baldrige Quality Award Examiner
• "Top-Ten Rising Stars" in Human Resource Management
• Harvard University's "Directory of Scholars and Their Research."
• Consultant to the Army Surgeon General
• Author 11 books
• "Sarcasm is my gift"

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Why Have a Suggestion System?
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Bright Ideas
DESIGN A SYSTEM TO CAPTURE IDEAS
FOCUS ON THE TARGET
CREATE THE RIGHT ENVIRONMENT
UNDERSTAND ORGANIZATIONAL CULTURE

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Understand Organizational Culture
ORGANIZATIONAL CULTURE
DESIGN A SYSTEM TO CAPTURE IDEAS
FOCUS ON THE TARGET
CREATE THE RIGHT ENVIRONMENT
UNDERSTAND ORGANIZATIONAL CULTURE
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Of the 350 greatest innovations, only 7 came out of meetings at work.
A survey conducted by
Winston J. Brill, Ph.D.

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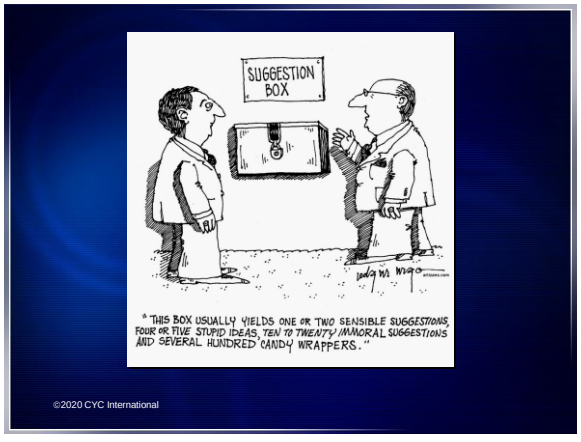

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Symptoms of a Bad Program

- Leadership Not Involved
- No "Champions"
- Delayed Response
- Low Visibility
- No Recognition

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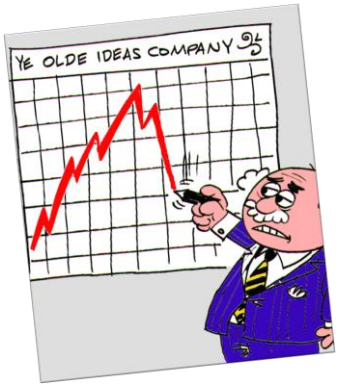

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"If you want to kill any idea in the world, get a committee working on it."
--Charles Kettering

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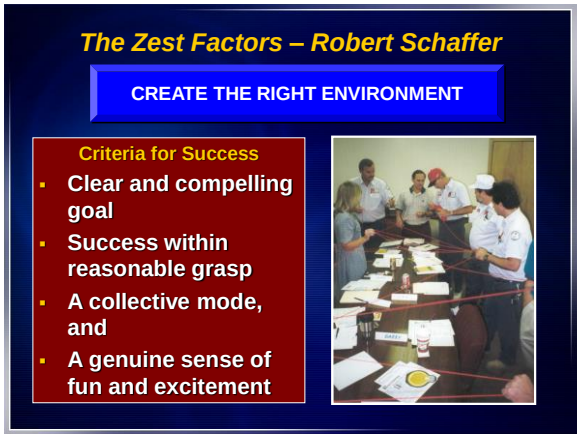

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Focus on the Target
DESIGN A SYSTEM TO CAPTURE IDEAS
FOCUS ON THE TARGET
CREATE THE RIGHT ENVIRONMENT
UNDERSTAND ORGANIZATIONAL CULTURE
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Campaigns or Programs?
Bright Ideas Campaign
Employee Suggestion Program
Captures Hundreds of Ideas and Suggestions from Your Workforce
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FOCUS ON THE TARGET
Idea Gathering Focuses On:
• Employee Engagement
• Customer Satisfaction
• Quality/Continuous Improvement
• Safety
• Cost Reduction
• Revenue Generation
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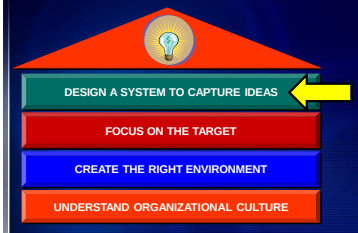
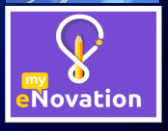
Design a System





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Best Practices

- Giraffe Award
- Greased Monkey Award
- Golden Vial – Baxter
- Take-a-Risk Chip
- Not Invented Here Award
- Vampire Process Audit

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VISIBILITY

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Bright Ideas Campaign

- Based on a Military Campaign
- Focus on Individual Jobs
- One Idea Per Week
- Initial Phase: Lasts 3 Weeks or Less
- Fun
- High Energy
- 100% Participation
- Instant Reward and Recognition

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Idea Campaign Phases

Phase I

Pre-Deployment Preparation 3-4 weeks prior

- **Develop Communication Plan**
- **Selection and Briefing of Idea Leaders**
- **Order Material**
- **Information Distribution**

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Idea Campaign Phases

Phase II

D-Day+ -- 2-3 weeks

- **Collect Ideas**
- **Idea Review**
- **Processing & Implementation**
- **Recognition**
- **Encouragement for More Ideas**

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Idea Campaign Phases

Phase III

Follow-up 2-3 Weeks After End

- **Collect Data**
- **Continue Implementation**
- **Factor Cost Savings/New Idea Benefits**
- **Publish Results**

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Instant Reward & Recognition

http://www.chartcourse.com

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Reward & Recognition

- **Financial or Non-Financial**
- **To Judge or Not to Judge?**
- **Everyone gets a reward for each submission**
- **Random Drawings**

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WHAT A GREAT ID
WIKA
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Bright Ideas Campaign
Employee Engagement
& Suggestion System
Follow the planning steps exactly!
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No One Can Say "No"
SUCCESS!
NEW IDEAS
DO NOT REINVENT THE WHEEL!
PRESIDENT
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Friendly Competition = 100% Participation

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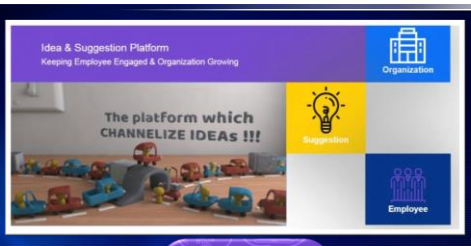

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Features

- Full Automation
- 24 x 7 Availability
- Easy Access with Web & Phone App
- Artificial Intelligence based Escalation, Communication & Analytics
- Kaizen
- Surveys
- Audit
- TPM Tagging

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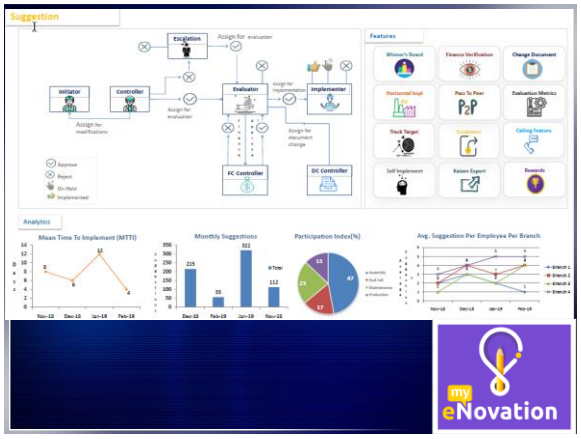
Suggestion
Escalation
Assign for evaluation
Initiator
Controller
Evaluator
Implementer
Assign for modifications
Assign for evaluation
Assign for implementation
Assign for document change
FC Controller
DC Controller
Approve
Reject
On Hold
Implemented
Features
Winner's Board
Finance Verification
Change Document
Horizontal Impl
Peer To Peer
Evaluation Metrics
Track Target
Escalation
Calling Feature
Self Implement
Kaizen Expert
Rewards
Analytics
Mean Time To Implement (MTTI)
Monthly Suggestions
Participation Index(%)
Avg. Suggestion Per Employee Per Branch
Nov-18
Dec-18
Jan-19
Feb-19
Dec-18
Feb-19
Jan-19
Nov-18
Branch 1
Branch 2
Branch 3
Branch 4
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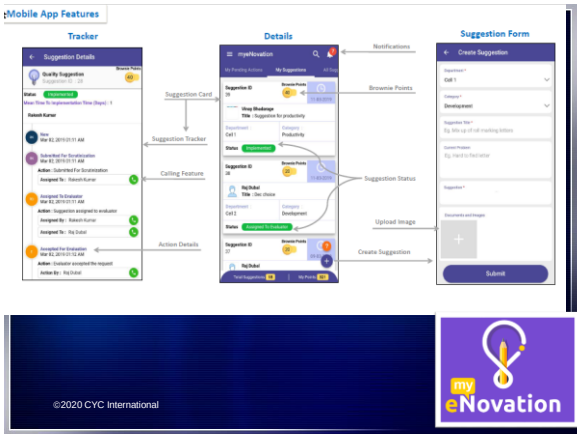
Mobile App Features
Tracker
Details
Suggestion Form
Suggestion Details
Suggestion Card
Suggestion Tracker
Calling Feature
Action Details
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Notifications
Brownie Points
Suggestion Status
Upload Image
Create Suggestion
Create Suggestion
Submit
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THE NEW IDEAS COMPANY
YAY!!
NEW IDEAS NEEDED!
NEW ORDERS
PRESIDENT
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Important Resources

- Navigator Newsletter
  - https://www.chartcourse.com/emailnavnews/
- Organizational Health Check
  - https://bit.ly/2YDg8h4
- Bright Ideas Campaign
  - https://bit.ly/3ciP0aM
- MyeNovation Flyer
  - https://www.chartcourse.com/wp-content/uploads/2019/09/FlyerMyEnoCYC.pdf
- Handouts
  - https://www.chartcourse.com/handouts/

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