

# How Employee Driven ideas can transform your business?

Anthony Denatale

Operations Manager - ideasUK

# What will we learn at today's session?

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- The Traditional Suggestion Programme
- Employee Benefits
- Organisation Benefits
- What Makes a Successful Suggestion Programme
- Financial Benefits
- How do you harness the ideas
- Getting the ideas implemented
- Questions

# The Common Suggestion Box

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# The Traditional Suggestion Programme

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- Box in the coffee room
  - Never Looked at or emptied
  - Black hole where no one cares about the ideas
  - No feedback given regarding the idea
  - Bit of a joke amongst the staff
  
- Can work if done right

# Employee Benefits

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- Opportunity to voice ideas
- Recognition/Reward
- Improved communication
- Opportunity for Involvement leading to improved motivation and commitment
- Opportunity for personal development

# Organisation Benefits

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- Encourages creativity and innovation
- Culture where ideas are welcome
- New or improved ways of doing business
- Increased productivity/revenue
- Improved communication
- Improved customer service
- Leading to improved customer experience

# What Makes a Successful Suggestion Programme?

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- Visible commitment from the top
- Sound administrative procedures
- Recognition/reward structure that fits with organisational culture
- Continuous promotion and publicity
- Effective evaluation of ideas
- Implementation of ideas

# Financial Benefits

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Table below highlights savings and costs of running an idea programme within and organisation

	Number of Respondents	Number of Employee's	All ideas Received	Suggestion Rate	Ideas Implemented	Total Savings	Awards Paid	Average award per Idea	Average Saving Per Idea
2004	61	910744	124519	13.67%	30917	£89,637,412.00	£1,530,015.00	£49.49	£2,899.29
2005	51	787968	113602	14.42%	30513	£42,179,666.00	£1,379,572.00	£45.21	£1,382.35
2006	42	739209	101879	13.78%	26940	£47,185,833.00	£926,298.00	£34.38	£1,751.52
2007	35	729251	64579	8.86%	18357	£34,413,581.00	£1,356,346.00	£73.89	£1,874.68
2008	27	471284	35642	7.56%	13182	£20,289,041.00	£158,769.00	£49.90	£1,539.19

Data Taken from the ideasUK annual survey carried out to member organisations

# How do you harness the ideas

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- Focused Campaigns
  - Customer Service Month
  - Environmental Ideas
  - Reducing Waste
- Constant Marketing and Promotion
- Highlight Success
- Embed Innovation into your Culture

# Getting the ideas implemented

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- Act promptly in evaluating merit of idea
- Develop idea with suggestor
- Calculate tangible/intangible benefits
- Make recommendation to process owner
- Formulate reply to suggestor
- Ensure prompt implementation

# Reward –v- No Reward

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- Both Work well in organisations
- Depends on the culture of your organisation
- Always recognise all ideas
- Success breeds success
- Is money a motivator?
- Tailor recognition to individual

# Questions?

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