

# Local Authority Networking Meeting

**30<sup>th</sup> April 2009**

# What Makes a Successful Scheme?



- **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**

# Benefits to - Organisation



- 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

# Benefits to - Employees



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

# Others Achievements



## Ricoh

- 2008 - 652 employees
- 1622 ideas - 1220 implemented
- Savings £373,601.31
- Awards £14,916.00
- Implementation Rate 75%
- Submission Rate 249%

# Others Achievements



## BAE Systems

- **2008 - 2400 employees**
- **3117 ideas - 2320 implemented**
- **Savings £789.238**
- **Awards £38,500**
- **Implementation Rate 74%**
- **Submission Rate 130%**

# Innovation



There are three kinds of companies:



- Those that make things happen



- Those who watch things happen



- And the rest who wonder what happened

- Which do you want to be?

# To Take Away



- **It doesn't matter where in the organisation ideas come from or who originates them.**
- **What is important is what you do with them.**
- **Success is not achieved by simply collecting ideas but by the efforts of those who make them happen.**

# The Art of Evaluation

# Workshop objectives



- **Highlight the vital role of an evaluator**
- **Create an awareness of skills required**
- **Guide to effective evaluation**
- **Importance of cost benefit analysis**
- **Benefit realisation**
- **Return on Investment**

# An idea



- **What is an idea?**
- **When do ideas happen?**
- **Where are you and what are you doing?**

**Q. How should an evaluator deal with these ideas?**

**A. Very carefully!**

# Qualities and Skills



- **A positive attitude/Commitment to change**
- **Inter-personal/Communication**
- **Lateral thinking**
- **Responsiveness/Fairness/Objectivity**
- **Knowledge of organisation/work area**

# Evaluator Responses



- **Style and content of reply must be positive**
- **Negative response will have detrimental effect on the suggestion scheme, employees and the organisation**
- **Negative responses are the best way to kill off future ideas in your organisation**
- **Positive response assists people development**

# An Ineffective Evaluator Says:



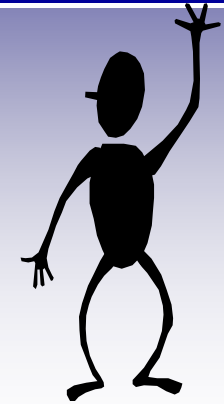
- **“We’ve tried it before”**
- **“It would cost too much” (without CBA)**
- **“That’s not how we do it here”**
- **“I see no reason to change”**
- **“We don’t have the time right now”**
- **“We have other priorities”**
- **“Our customers will never go for that”**



# The Effective Evaluator



- Realises the true value of suggestions
- Is committed to continuous improvement
- Develops idea with suggestor
- Ensures prompt good quality evaluations



# Importance of Evaluation



***The success of your Suggestion Scheme will depend on YOUR commitment, as evaluators, to the management of ideas within your organisation***

# Positive - Possibilities



- **Positive** - List what you like about the idea
- **Possibilities** - List other possibilities, applications or extensions of the idea

# Reservations



- List your reservations
- Ask the suggestor 'Can you help me understand how they can be overcome'

# Investigation



- **Work with suggestor to develop idea**
- **Consider outcome of previous investigations if relevant**
- **Contact suppliers/customers if necessary**
- **Contact internal customers/others who may need to comment on idea**

# Cost Benefit Analysis



- **Determine costs and benefits resulting from suggestion**
- **Calculate tangible savings wherever possible to highlight savings or benefits attributable to staff suggestion scheme**

# CBA – Tangible Benefits



- **Reduction in costs, including staff time**
- **Better use of resources/cheaper supplies**
- **Stationery, printing, equipment**
- **Reduction in equipment faults**
- **Increased business/revenue**
- **Increased customer base**

# CBA Intangible Benefits



- **Health and safety/risk reduction**
- **Customer service/business image**
- **Environmental impact**
- **Improved communication**
- **Benefits to employees**
- **Scope of implementation**

# Benefits Realisation



- **Not required for all suggestions**
- **Targets**
- **Implementation Procedures**
- **Monitor**
- **Measure**

# Make a Decision



- **Implement the suggestion in whole or in part**
- **Undertake a trial or pilot**
- **Decline the suggestion**
- **Be objective, positive and open minded**

# Reply to Suggestor



- **Provide feedback verbally but should be followed up with written response in the IIA Database**
- **Complete evaluation on the IIA Database**
- **Response should be objective, positive, thorough, clear, prompt and personal**

# Adopted ideas



- **Brief outline of action taken**
- **Proposed implementation date**
- **Who will implement**

# Non - adopted Ideas



- Explain reasons for non-adoption
- Indicate what action you have taken
- Quote previous studies & investigations
- Explain what the current situation is
- Advise the suggestor if there are any future plans relating to the idea

# What do you need to do?



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