

LEARN THE KEYS TO DESIGNING AN EFFECTIVE EMPLOYEE SUGGESTION SYSTEM. TRADITIONAL EMPLOYEE SUGGESTION PROGRAMS ARE TYPICALLY DESIGNED ONLY TO REDUCE MAJOR OPERATIONAL COSTS AND ALSO TO “FILTER OUT BAD IDEAS” THAT ARE NOT “HOME RUNS.”

Overview: Companies who implement lean and attempt to utilize pre-existing employee suggestions systems often assume that the lack of suggestions is a signal of employee apathy when it actually is an indicator of a bad system – an idea rejection system! GBMP’s Employee Ideas Systems training class will describe the key design points for an employee-friendly suggestion system that will generate many ideas per employee year on year. Over the course of the two-day workshop students will be given to opportunity design an ideas system for their organization and to establish a plan for deployment.

Included in the two days of training are:

- Benefits of a successful suggestion system by phase:
 - Stability – problem-solving ideas to jump start creativity
 - Cohesion – pulling ideas together and sharing
 - Self-reliance – self-implement
 - Tacit Learning for management and workers: employees have genius
- Dealing with Legacy Systems
 - Clarifying what is meant by improvement.
 - Eliminating the Locked box
 - De-emphasizing % savings in favor of “easier, better, faster, cheaper.”
- Kick starting Your Ideas System
 - Using employee intuition as a guide to reduce wastes (Toast Kaizen)
 - Identifying “the big 3” Muda (waste), Mura (inconsistency) , Muri (strain)
 - Making Kaizen “quick and easy”
- Key objectives of the earliest stages – reward for idea generation, understanding kaizen, developing tacit learning
- Other values: Health and Safety, Environment, community service, learning initiatives.
- Management’s leadership role.
 - Teaching best practices – making the means for improvement accessible to all.
 - Policy deployment – balancing improvement and daily management
 - Favorable environment.—using kaizen to create an ever more favorable environment.
 - Establishing the “know-why” – vision and strategy

On day 2 the group will design an Employee Ideas System that is self-managing and self-sustaining; discuss how to manage an evolving suggestion system which self-coordinates with other systems; review the importance of “100% -- company-wide kaizen” (aka getting “everyone in the boat”) and address recognition and reward schemes.

Time Commitment? 16 hours



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