

THE EFFECTIVE AUTOMATION OF YOUR SUGGESTION SCHEME

WHAT MAKES A SUCCESSFUL SUGGESTION SCHEME ?

Recent research has demonstrated that the following factors are fundamental in the success of a suggestion scheme.



- Participation
- Management Buy-in
- Evaluator motivation
- Rewards

However, most suggestion scheme managers freely admit that they do not have the time to improve any of these critical issues and therefore improve their schemes.

Instead, they reveal that their time is spent in low-value activity such as logging ideas, producing complicated reports, chasing evaluations and sending letters to everyone involved in the suggestion at various stages of development.

All of these activities are extremely time consuming and add little to the overall success and improvement of the suggestion scheme.

Suggestion scheme managers are spending too much valuable time in non-value adding activity.

EFFECTIVE AUTOMATION GIVES YOU TIME TO MAKE YOUR SUGGESTION SCHEME SUCCESSFUL.

The effective automation of key elements of a suggestion scheme will free up time for suggestion scheme managers to be spent on more productive activities.

However, this means more than simply putting your ideas onto a database. Any database can hold your idea information, but PrISM is far more than just a database.



No two suggestion schemes are the same and therefore, no off the shelf package can cope with all of the nuances of every scheme and no in-house solution can offer the experience of designing systems for blue-chip organisations.

By tailoring PrISM around your suggestion scheme, ISDE can help you reduce the time locked up in low value tasks by automating repetitive activities. We mould the software around your process, making sure we capture every activity before you start to use the software.

Our software is always optimised for your process

YOU NEED MORE THAN JUST A DATABASE

Any database can store your ideas, however a suggestion system powered by PrISM will effectively automate the non-value adding activities in **your** process, giving you more time to manage what matters.

Does your database do the following for you?

- Ensure evaluations are delivered to the right evaluator?
- Automatically chase raisers when ideas are overdue?
- Automatically update raisers on the progress of suggestions?
- Handle duplicate suggestions with ease?
- Manage your reward process?
- Ensure suggestions are never lost?
- Minimise re-keying when transferring ideas from paper to database?
- Have an integrated report package to quickly provide text and graphical management reporting?

PrISM does much more than hold your information.

So that you can:

- Motivate the people in your organisation to generate more and better quality ideas
- Identify trends in your suggestions to offer better benefit to your organisation
- Improve the way your suggestion scheme works in the future

COULD YOU COPE WITH INCREASED PARTICIPATION?

A suggestion scheme powered by PrISM can make it 10 times faster to enter and deal with an idea.

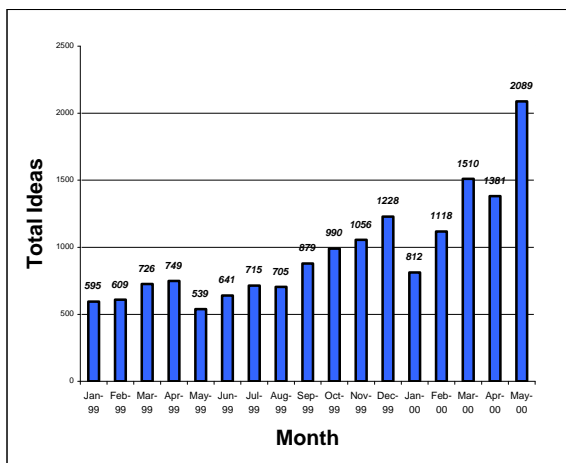
This gives any scheme administrator more time to be available to the business to promote the scheme and increase participation.

Could your current system cope with an influx of more suggestions? If you are using a simple database or spreadsheet to hold your ideas, then probably not. However, consider the case at Lloyds TSB

Increase participation in your scheme by freeing up time spent in administration

Case Study—Lloyds TSB iLine

The idea scheme manager at Lloyds TSB was able to delegate practically all of the day-to-day idea management operations thanks to the PrISM system and spend time promoting the scheme around the business. Over the course of a year, ideas increased by at least double when compared to the previous year, with some months almost quadrupling from 500 ideas to 2000 (figure 1)



Without effective automation, coping with this level of increase in volume would have meant recruiting extra members of staff, however, the PrISM system took it in its stride.

Real, measurable results after PrISM implementation

Not only has the volume of suggestions increased, the quality of the suggestions has also improved. Financial results from Q1 2000 show significant increases on the same period the previous year.

Figure 1

WAYS TO SAVE TIME WITH PRISM.

Automate Repetitive Tasks

As part of the process review phase of all PrISM implementations, we highlight all repetitive tasks in your scheme and optimise the software to match your needs. Some typical examples include:



Automate communication.

Automating every letter that is sent to idea raisers will save you time. During the life of the “average” suggestion, an idea raiser will receive at least six letters. If you have a suggestion scheme that allows teams to submit ideas, the number of letters is obviously compounded further.

PrISM’s integrated letter facility automates any letters you may have, without the need to open any other word processing software, pulling in appropriate information from the database. Automatic triggers generate letters for printing or dispatch via email with no re-keying from you.

Handle duplicate ideas.

PrISM allows you to quickly identify duplicate ideas by keyword and deal with them efficiently without laborious searches through ideas and documentation.

Once an idea has been identified as a duplicate, PrISM can check the status of the original idea and respond accordingly.

For example, if the idea has already been evaluated, PrISM can quickly let the new idea raiser know what was decided. If the idea has not yet been evaluated, PrISM can still let the new raiser know that the idea is a duplicate, but will automatically update all raisers as the idea progresses without any need for you to remember which ideas were duplicates.

Track what needs to be done.

PrISM also tracks every idea, so that you know exactly what stage an idea has reached, who is responsible for the idea at that stage and when the next stage is due. This stops any ideas falling through the cracks leading to raiser frustration which, over time, is a major cause of suggestion scheme failure. For example, you always know which ideas need to be assigned for evaluation and which ideas are late back from evaluators.



Save time spent re-keying

Consider the time spent manually entering an idea into any software database from a paper form.

PrISM can save this time by using an intranet or internet site to automatically import all idea details directly into your suggestion. ISDE can even host your online suggestion scheme form on its own internet site so your employees can raise suggestions from wherever they want to.

Even if you don’t have an intranet system, PrISM saves you time by holding all suggestor and evaluator details so that you only have to type them in once. This means that every time you send out an idea for evaluation, you have the evaluator’s details ready and waiting, listed along with their areas of expertise.

Don’t spend time on non-value adding activity such as sending letters and reminding your evaluators.

Let PrISM handle that for you.

Handle duplicate ideas quickly and efficiently

PrISM’s advanced tracking means you will never lose another idea

No need to re-key data from manual forms or constantly re-type suggestor and evaluator details

IMPROVE EVALUATIONS

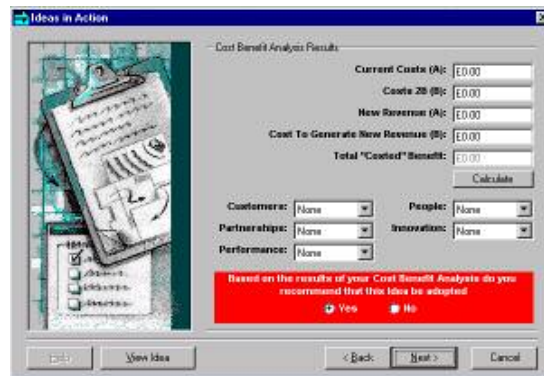
With PrISM's advanced tracking capability, you will also save time by removing the need to keep manual diary systems. PrISM will identify any ideas that become overdue (for evaluation for example) and notify every person concerned either by letter or by email.

A companion product for any PrISM suggestion system is ESP – the **E**valuator **S**upport **P**ackage – Built around your evaluation process, ESP walks your idea evaluators through all the stages of their evaluation, making it easier to bring new evaluators into the scheme.

ESP will speed up your evaluations as there are no more paper forms to get lost. All ideas are sent electronically and automatically imported into the evaluator's system.

ESP can also improve the quality of your evaluations. ESP provides consistency throughout your entire organisation. All your evaluators will be walked through the same process and asked for any data you wish to collect. The same level of data will be collected for every evaluation.

ESP can also reduce the need for evaluator training – the software walks them through the evaluation, all they do is answer the questions you ask.



The screenshot shows a software window titled "Idea in Action" with a "Cost Benefit Analysis Results" form. The form includes several input fields for monetary values: "Current Costs (A):" £0.00, "Costs 20 (B):" £0.00, "New Revenue (A):" £0.00, and "Cost To Generate New Revenue (B):" £0.00. Below these is a "Total 'Costed' Benefit:" field showing £0.00 and a "Calculate" button. There are also dropdown menus for "Customers:", "People:", "Partnerships:", "Innovation:", and "Performance:", all currently set to "None". At the bottom, a red box contains the text: "Based on the results of your Cost Benefit Analysis do you recommend that this idea be adopted?" with radio buttons for "Yes" and "No". Navigation buttons include "Show Idea", "< Back", "Next >", and "Cancel".

Improve the consistency, speed and quality of your evaluations

Manage your reward scheme



If your suggestion scheme has any kind of reward scheme attached, you can keep track not only of what level of reward has been given for any specific idea, but how much any individual has been awarded for suggestions they have made.

PrISM handles all the calculations for you, and can even interface with third party reward scheme software to efficiently automate the process of crediting awards to individuals or teams.

Keep control of reward costs, levels of award and stock levels

IMPROVE MANAGEMENT BUY-IN

Make your suggestion scheme more visible to the people in your organisation who can use the vital information you are gathering on the work they face day to day.



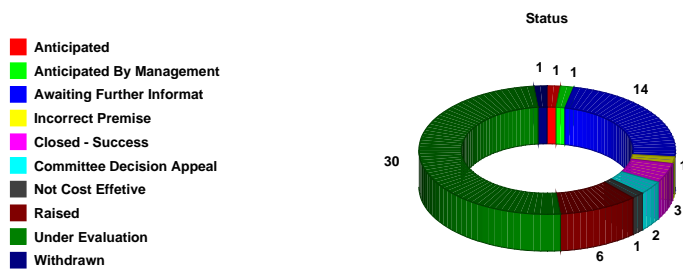
PrIsM's integrated report generators allow you to create management reports to suit your business.

From simple bar and pie charts to more complex data dispersal charts. PrIsM allows you to present your data in a clear and concise way that will prove how well your scheme is functioning..

Once you have created a report, it can be saved to be run again in the future to give new sets of data, or tweaked to give a different perspective.

Using PrIsM's reporting tools, you can quickly demonstrate idea status, cost savings, levels of different types of suggestions and common themes for improvement amongst others.

Create powerful management information to enhance the performance of your suggestion scheme.



Graph showing the current status of ideas

FUTURE PROOF YOUR SUGGESTION SCHEME

Evolution



PrIsM software is fully supported by ISDE's team of support & process engineers.

Many off-the shelf packages cannot be tailored to meet your individual needs of your scheme and changes to those that are developed by an in-house IT supplier are often at the bottom of a long list of other priorities.

As your scheme grows and processes change, you can be sure that ISDE will be on hand to help the software grow with your scheme.

No other software solution available commercially or built in-house offers as much flexibility and automation.

Suggestion scheme software that is flexible enough to grow with your scheme and handle changes in process