



# Employee Suggestion Process

Author(s): Mary Weitzel

Reviewers: Bob Boyd, Jack Clegg, Jay Heerman

Approvers: Bob Boyd, Jack Clegg, Jay Heerman

## Version History

<b>Date</b>	<b>Version Number</b>	<b>Name</b>	<b>Reason</b>
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## **1. General Information**

### ***1.1. Description***

This process describes the method by which ITS employees may submit suggestions for process improvement. It defines when, how, and by whom the suggestions are reviewed. Also addressed are criteria for rewards and incentives for implemented suggestions.

### ***1.2. Definitions***

**Suggestion** – For the purposes of this process, a suggestion is any idea or proposal intended to improve or streamline processes, produce cost savings, and/or improve working conditions within ITS.

**Suggestion Review Committee (SRC)** – The SRC is a group of five employees charged with reviewing suggestions submitted by ITS employees. These employees serve 4-month terms on the SRC. The SRC includes one member of the ITS Management team. Volunteers populate this committee, but if not enough volunteers are available, ITS Management will recruit committee members.

**SR Award** – Every four months, the SRC may present an award for outstanding suggestions that have been implemented.

### ***1.3. Roles and Responsibilities***

The Suggestion Review Committee reviews each suggestion submitted on a periodic basis. This group may assist in the implementation of small suggestions. This group selects the recipient of the SRC award for implemented suggestions.

The ITS Management team is responsible for policy and budgetary issues related to the implementation of suggestions.

ITS employees submit ideas and suggestions to the SRC for consideration. They serve as periodic members of the SRC.

## **2. Submission**

### ***2.1. Methods***

Suggestions may be submitted for consideration by completing the Suggestion Form (see Attachment) and putting it in the Suggestion Box located near the southern ITS entrance. The form is located in the ITS Forms directory. The completed form may also be delivered directly to an SRC committee member or an ITS management member.

Future submission methods will include submission through the ITS Intranet site. Other methods may also be considered.

### **3. Review**

#### **3.1. Suggestion Review Committee**

The SRC will meet monthly to review all suggestions submitted since the last review. For each suggestion, this group considers the following:

- Feasibility of the suggestion
- Benefits to the department
- Impact to the department
- Budget impacts
- Policy conflicts

Based on the group's consideration, they may either reject or accept the suggestion. If the suggestion is rejected, the SRC notifies the employee that submitted the suggestion and explains the reason for rejection. For simple suggestions with no budget or policy implications, the SRC notifies the employee that submitted the idea and moves forward with implementation.

Suggestions that require funding or require changes in current policy for implementation are sent on to the ITS Management Team for consideration.

#### **3.2. ITS Management Team**

The ITS Management team reviews suggestions passed on to them by the SRC. The ideas submitted to the Management team either have an impact on the ITS budget and require funding, or they require modifications to existing policy or the creation of new policy.

The management team may either accept or reject the suggestions. If the suggestion is rejected, the ITS Management team notifies the submitter and explains the reason the suggestion cannot be implemented.

For suggestions that are approved, the management team provides funding or revises policy as necessary for implementation. Once the budgetary or policy issues are resolved, the suggestion moves to implementation.

### **4. Implementation**

#### **4.1. By Submitter**

The employee responsible for the suggestion will implement simple suggestions. The SRC will assist the employee with the introduction of the suggestion to the department.

#### **4.2. By Project Team**

Suggestions with more complex implementation requirements that require more resources for completion will be channeled through the Request for ITS Services process. These suggestions will need to be worked into the work schedules of the ITS groups that will provide resources for the implementation.

## **5. Awards**

### **5.1. Eligibility**

All suggestions that are not anonymously submitted are eligible for awards.

### **5.2. All Suggestions**

Every employee who submits a suggestion may select a ‘thank you’ gift from the current selection maintained by ITS Administration.

### **5.3. SRC Awards**

Suggestions approved for implementation are eligible for an SRC Award. The final responsibility of the SRC members prior to rotating off the committee will be to determine if any of the suggestions submitted during their tenure is worthy of the SRC award. This award is valued at \$200.00 and can be presented for suggestions that significantly impact the department in a positive manner. Suggestions will be evaluated for the following qualities:

- Cost Benefit
- Time Savings
- Innovation
- Process Improvement

The committee will select the suggestion that has the highest ranking for each of the qualities. The committee will determine the ranking method to be used.

The committee may also determine that no suggestion should be presented the award for the specific time period.

### **5.4. Recognition**

The SRC award will be presented at a department meeting. All employees submitting suggestions will be recognized as well.

**Attachment**

# ITS Employee Suggestion Form

Name:  Date:

Please describe your idea in detail:

Please describe the benefits of your suggestion: